

Temenos Business Onboarding and Origination

Onboard any size of SME or Business and originate new products to help them grow.

Turn business banking prospects into new clients by creating seamless digital experiences to onboard SMEs. Supported by an omnichannel strategy, Temenos' best-in-class solution for Onboarding and Origination enables banks to deliver differentiated product journeys and faster time-to-market across channels.

The opportunity in business banking

New customer experience standards, driven by increasing expectations require banks to take a different approach to attract, engage, and retain business customers. SMEs expect their banks to support their complex needs to set up their businesses.

Businesses need access to lending to help them grow. Banks can now center around the SME and understand their true needs by going digital-first and leveraging the power of data and analytics driven by Cloud and AI to deliver the convenience and relevancy customers expect:

- A simple, seamless, and fully digital SME onboarding process.
- Access to lending solutions to help their business grow.
- Innovative products delivered through a streamlined origination experience, with minimum manual input and duplication.

The challenges

Most banks' reality

- Heavy customer leakage throughout the onboarding journey, drives abandonment rates and conversion loss
- Slow, inflexible, manual, and fragmented origination processes burden bank teams and increase costs
- Inconsistent customer experience across channels and segments, leading to delays in accessing key funds to help a business grow

Customers need

- A streamlined and seamless experience when onboarding or buying a new banking product with minimum manual input and duplication.
- Innovative products, highly personalized with recommendations based on their needs and goals.
- Rapid turnaround of decisions to give businesses access to funds to help in the short term.

Our solution

Temenos Business Onboarding and Origination enables business users to open an account with the bank as a new or existing client and apply for unsecured loans. It provides an effortless experience to customers by asking for only relevant information, leveraging a range of Fintech APIs, and enabling immediate account activation and enrollment facilitated through our digital banking features.



65%

average reduction in digital **onboarding** time

62%

average reduction in **origination** time through digital channels

65%

average increase in **front-office STP** rate for originations

20%

average time reduction on **administrative tasks** by front office staff

31%

say using Temenos gives them a better ability to **build digital trust** with their customers

Key features



Seamless onboarding

Digitize the customer journey:

- 100% digital onboarding
- A digital relationship-building process

Make onboarding quick and simple:

- Make the application effortless
- Enable multiple owners to complete applications online



Flexible and agile origination

Digital end-to-end:

- Fully digital approach
- Transition seamlessly across channels

Drive speed and simplicity:

- Leverage AI to speed up the underwriting



Consistent and omnichannel engagement and servicing

Know your customers better:

- Have a comprehensive 360° customer view
- Smooth transitions from digital to assisted channels
- Personalize the experience
- Discover new insights

Provide self-service capabilities:

- Empower your customers to help themselves
- Learn from your customers
- Connect Marketing, Sales and Servicing:
- Comprehensive customer lifecycle management
- Transform each servicing action into a sales opportunity

How Temenos Business Onboarding and Origination can help?

Temenos' market leading cloud-native and core-agnostic solution for Onboarding and Origination empowers SME, business, and commercial banks to provide seamless customer experiences across the entire lifecycle. It is a single solution based on packaged banking services and a comprehensive set of capabilities that is highly extensible, cost-efficient, and scalable for fast time-to-market.

With the best-of-breed partner ecosystem, embedded analytics, and AI, we increase banking agility to optimize customer journeys through frictionless onboarding experiences and flexible originations that deliver innovative products with API-led Microservices with purpose-driven banking, truly omnichannel engagements, world-class self-servicing, and fulfillment.





Temenos Business Onboarding and Origination on the Temenos Banking Cloud

Temenos Business Onboarding and Origination is available as a service on the Temenos Banking Cloud.

The Temenos Banking Cloud supports 700+ SaaS clients worldwide, who rely on certified and audited services of the highest regulatory, risk, data privacy, and security requirements. Our clients can consume end-to-end SaaS services, supported by continuous and automated updates that deliver new features and the latest Cloud-native technology.

**To learn more about
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or

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