## Unified Banker Desktop

Challenge: Banker swivel chairing and alt-tabbing between applications to handle customer service tasks.

Solution: A single pane of glass for servicing your customers with real-time holistic views of all accounts, cards, communications, and more.

Result: Boost operational efficiency and reduce cost by eliminating reliance on multiple servicing interfaces. Everything is unified through Savana, empowering your team to exceed SLAs and customer expectations.

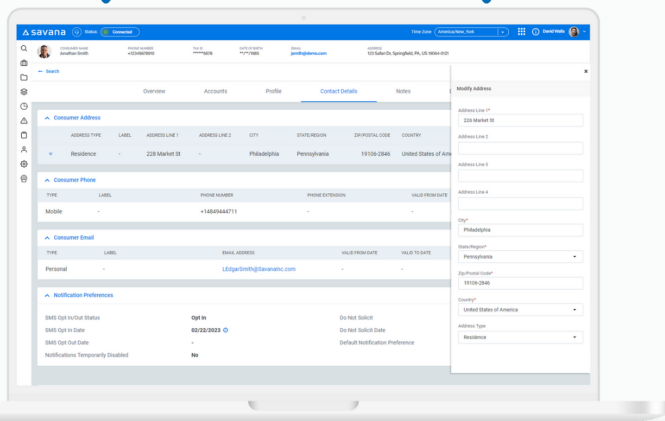**From multiple screens, solutions, and silos...**

Before

After
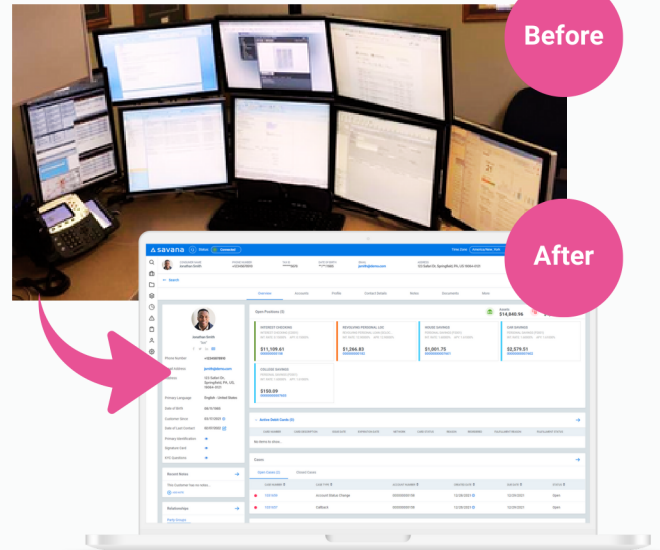
To Savana's Banker Experience

Customer Call

Customer Online or Mobile Inquiry

Savana's Banker Experience

Customer Service Automation

Challenge: Change of address is a common, simple request with complex steps to execute with multiple systems of record.

Solution: Process automation with Savana's Banker Experience "Smart Cases" which initiate an automated address change to the system(s) of record along with validation, standardization, fraud checks, notifications, documentation, and more.

Result: Fast and accurate execution, reducing cost of common daily tasks and minimized human error. Customer notice via email or text confirming change of address is complete.

Experience via Digital vs. In-Branch

Challenge: Inconsistent experience when customer interacts with their bank in-branch vs. through an online/mobile device. Need for visibility and actions available to be consistent from bank assisted to customer self-service channels.

Solution: Extending the same unified processes, services, and governance used by the bank operations/call center as the customer-facing digital applications to enable self-service.

Savana's Customer Experience provides this consistent offering. Options available to use Savana Banking APIs powering the digital channel or Savana's Customer Experience for the consumer/commercial client experience.
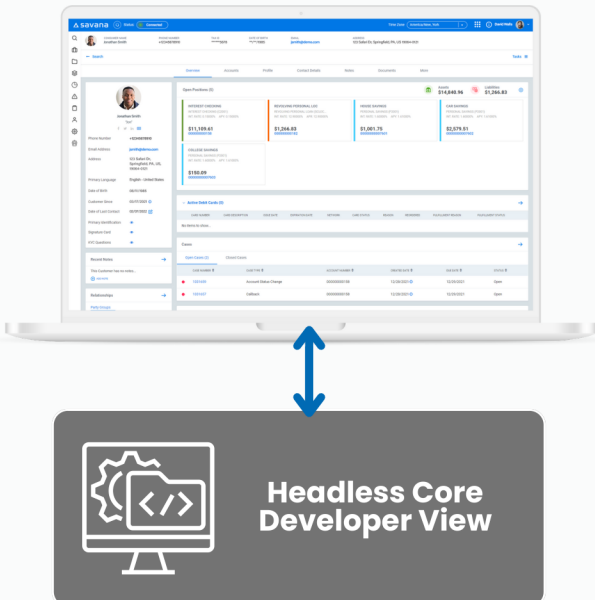
Result: Satisfy and enable the customer and banker with the power to access all service resources the same no matter the channel.

Savana's Customer Experience
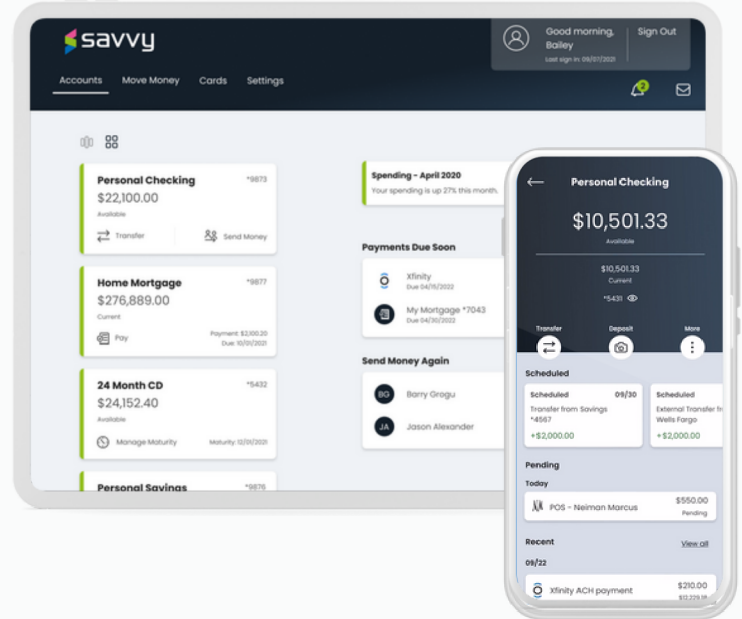
Savana's Banker Experience

Headless Core Developer View

Headless Core Platform

Challenge: Bank needs to add 13+ ecosystem providers after selecting a modern, headless core.

Solution: Savana brings 5 or more vendor categories with one platform integrated to your headless core.

Result: Minimize vendor management and platform costs by streamlining vendor needs – from 5 disparate vendors to 1.

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