

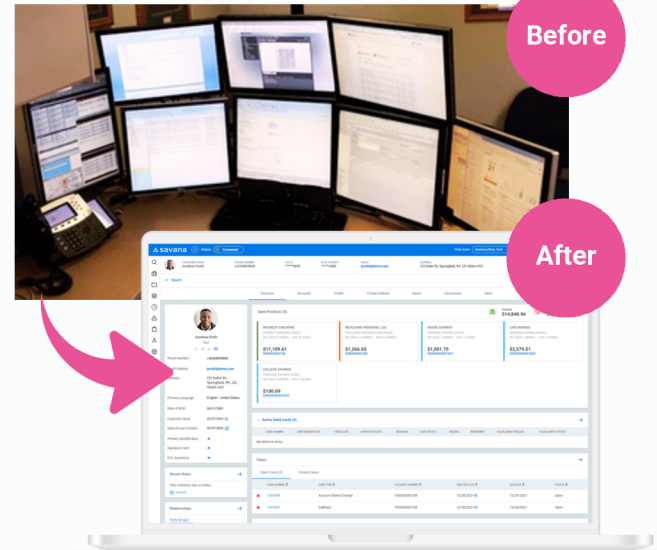
## Unified Member Service Rep Desktop

**Challenge:** Member service rep swivel chairing and alt-tabbing between applications to handle member service tasks.

**Solution:** A single pane of glass for servicing your members 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 member expectations.

From multiple screens, solutions, and silos...



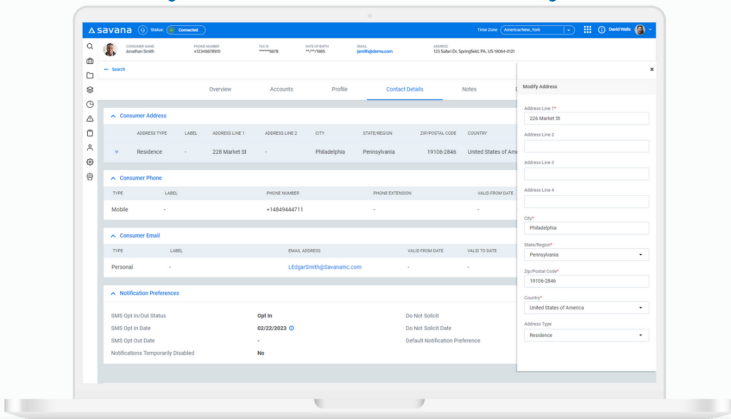
**To Savana's Banker Experience**  
(Member Service Rep Desktop)



**Member Call**



**Member Online or Mobile Inquiry**



**Savana's Banker Experience**  
(Member Service Rep Desktop)

## Member 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

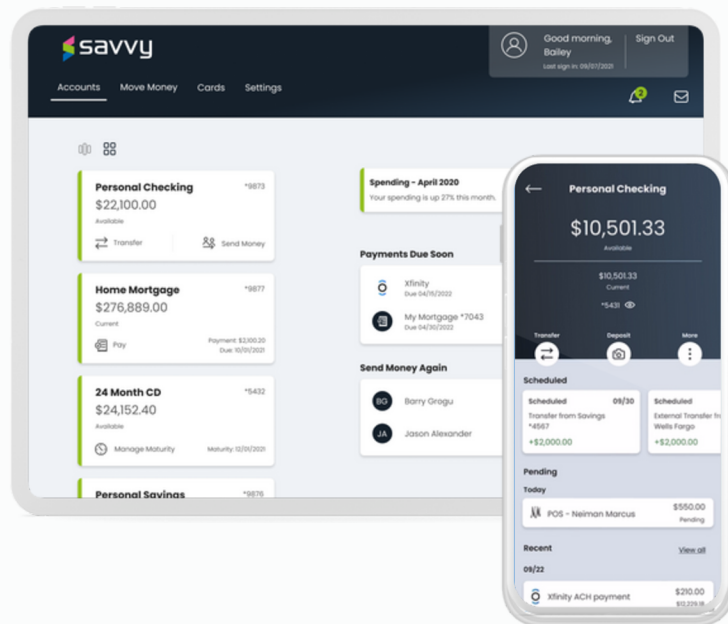
**Challenge: Inconsistent experience** when members interact with their credit union in-branch vs. through an online/mobile device. Need for consistency in visibility and actions available from assisted to self-service channels.

**Solution: Extending the same unified processes, services, and governance** used by credit union operations into the member-facing digital applications to enable self-service.

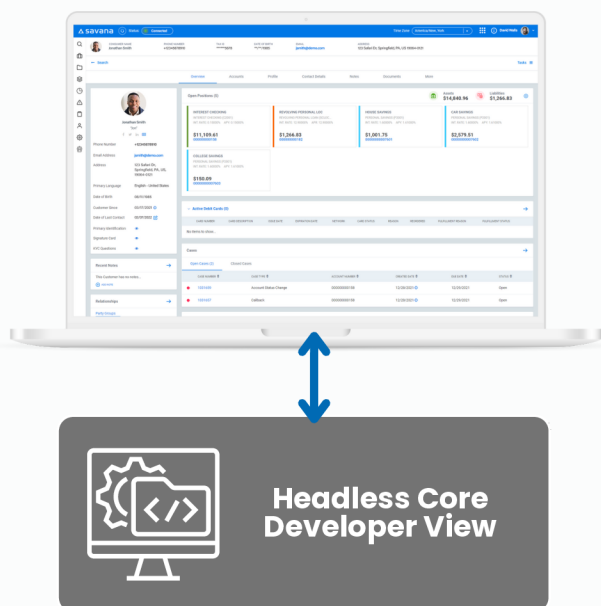
Savana's Customer Experience provides this consistent offering. Options available to use Savana Banking APIs to power existing digital channel or Savana's Customer Experience for the full consumer/commercial experience.

**Result: Satisfy and enable the member** and member service rep with the power to access all service resources the same no matter the channel.

### Savana's Customer Experience



### Savana's Banker Experience (Member Service Rep Desktop)



## Headless Core Platform

**Challenge: Credit Union 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.

