

# SunTec enables the largest bank in Netherlands to get a global view of the customer

The client provides retail, direct, commercial, investment banking, asset management and insurance services to more than 50 million customers worldwide.

There were several challenges with the bank's global statement service, resulting in operational inefficiencies and thus customer dissatisfaction



CASESTUDY

SunTec™

The power to xelerate

## Business Challenge

- ⦿ The existing systems were manual and labour intensive
- ⦿ Processes involved disparate data feeds from local billing systems and manual consolidation into spreadsheets
- ⦿ Process time to create a single statement was extremely high
- ⦿ Manual errors crept into the process due to inflexibility of the legacy systems which led to faults in the statements generated

## Benefit

SunTec deployed a flexible model of the Xelerate solution to accept different data sources in different formats and transmission methods, whilst automating the consolidation of data. Data was then processed with a high degree of accuracy to create a single view statement. This helped the bank in improving the transparency and thus had an upward shift in the customer satisfaction levels.

The bank was able to create consolidated global statements across geographies much faster with zero errors

Fully automated process of data feed collection with consolidated statement generation

Massive reduction in operational overheads

Automated generation of consolidated error free statements

Increased visibility resulting in improved customer satisfaction

## About SunTec

At SunTec Business Solutions, we help our clients increase the lifetime value of their customer relationships through effective revenue management and real-time customer experience orchestration. With a legacy of deployments in over 45+ countries, SunTec is a trusted partner to some of the world's leading banks and digital and communication service providers. Headquartered in India, we have our offices in the USA, UK, Germany, UAE and Singapore.

If you wish to explore further on how SunTec can help you achieve customer centricity in your bank, please drop us a mail at [contactus@suntecgroup.com](mailto:contactus@suntecgroup.com) and we will get in touch with you

# SunTec™

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