



Digital Collaboration & Customer Onboarding

Personalized Service Without the Overhead

Your customers are demanding more personalized service and greater convenience, while younger consumers are forcing you to “think outside the box” to win their business. In this mobile era, support your customers with collaboration tools, including real-time secure video, chat, e-forms and-signature services, which allow users to transact from anywhere.

KEY BENEFITS



Reduces Abandonment Rates

Enable customers to electronically complete, sign and submit applications and other forms for a faster, more convenient experience.



Streamlines Customer Onboarding

Move entire onboarding process online using secure messaging, content collaboration, screen sharing, and real-time meetings.



Extends Customer Support

Assist and collaborate with customers through their computer, tablet, or mobile phone.



MiFID II & KYC Compliant

Capture and archive recordings of all customer interactions, both audio and video.



Fast Setup

Lightweight, cloud-based solution runs on any device or browser, even 3G.



Improves Customer Service

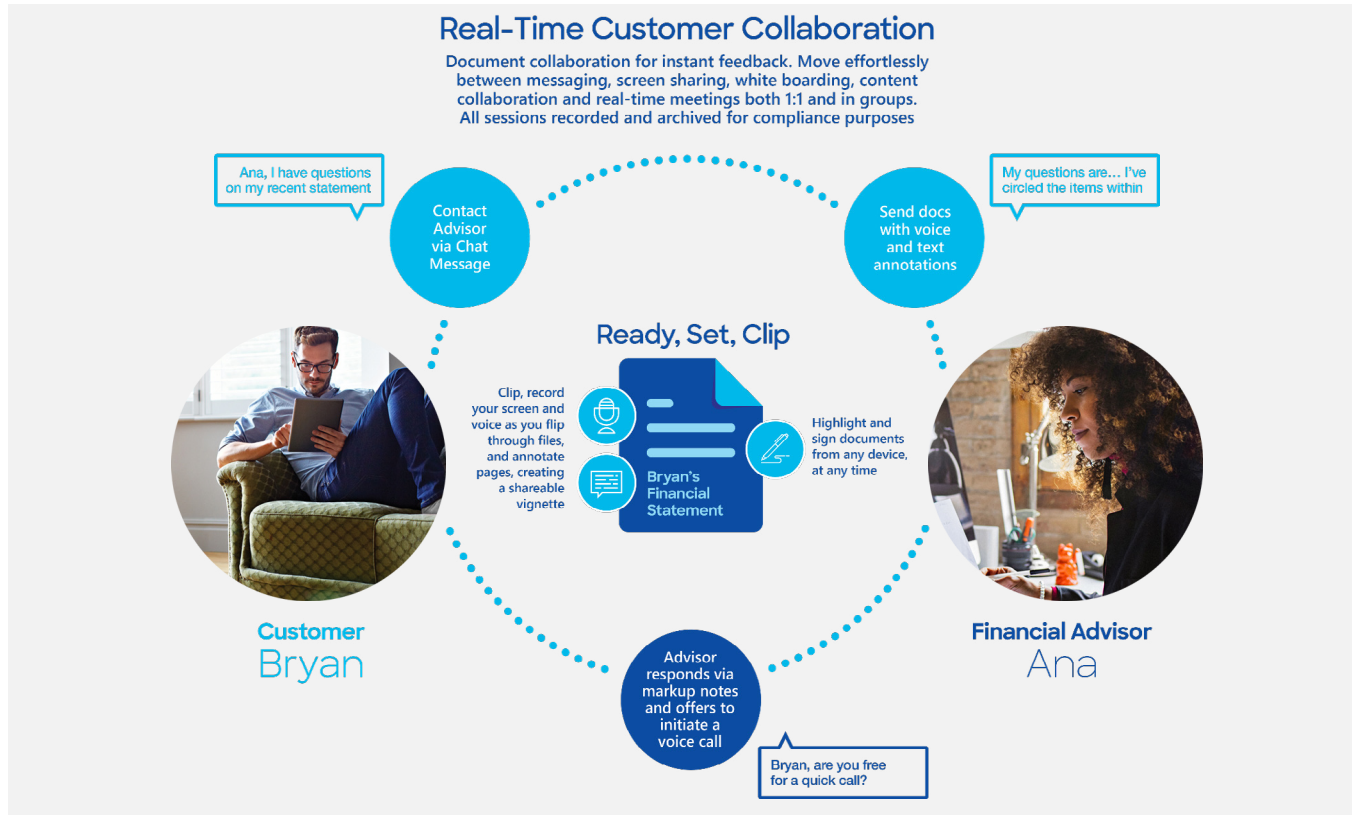
Use recordings to monitor customer service quality and support staff training.

Use Samsung SDS Collaboration & Onboarding to...

Enhance Mobile Apps: Provide mobile app customers with the ability to enhance current workflows with real-time collaborative conversations. Talk to a specialist using secure video. Complete and submit forms and signatures electronically, without ever setting foot in the provider's physical location.

Submit an Application or Open an Account from Your Mobile Device: Give your customers the ability to speak to an expert and complete an onboarding process entirely online, without the need for an in-person, in-store appointment.

Service and Support: Consumers want to connect in a personal way. Increase loyalty with timely advice and issue resolution with secure and flexible on-demand collaboration tools.



ABOUT SAMSUNG SDS AMERICA, INC.

Samsung SDS America (SDSA) is the U.S. subsidiary of Samsung SDS, a \$8B global software solutions and IT services company. SDSA helps companies optimize their productivity, make smarter business decisions, and improve their competitive positions in a hyper-connected economy using our enterprise software solutions for mobility, security and advanced analytics.

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