INNOVATIVE BROKER MANAGEMENT
- INVESTMENT COMPANIES -

Push your Sales Channel to the next level with an innovative Broker Management Solution

Wealth Management is today's primary source of revenue and profit in the Investment industry. However it is also facing a massive structural change with increased challenges:

- new **regulations** imposed by the Consumer Financial Protection Bureau (CFPB)
- rising market **competition** leading to lower margins amongst others
- real-time pricing **transparency** provided by independent internet consumer portals
- more **educated customers** relying on independent and personalized sources of financial advice

For an increased market share, banks need to improve collaboration with Financial Advisors, Brokers & Platforms to boost loan deals or sell financial and insurance products.

The innovative Broker Management Solution from ConVista copes with the Broker channel challenges:

GREAT CUSTOMER EXPERIENCE	PRODUCT INNOVATION	OPERATIONAL EXCELLENCE
Simple, flexible and personal handling using Mobile, Online and Branch solutions supported by e-Documentation	Customer best-fit financial solution at best price while incorporating rapid product & service deployment	Simplified collaborative E2E processes and operations in managing & supporting the Broker

Our solution is a complete end-to-end process enabled application platform for all channel participants (Banker, Broker & Customer).

- Manage and provide detailed analytical insights into your Broker's pipeline
- Tailor an individual best-fit Broker commission model
- Enable client-centric services and provide personalized insights of the Brokers and their customers
- Enable cross- and upselling activities
- Create, process, and provide originations and contracts using e-Documentation, real-time secured data exchange and a state of the art user experience
- Raise perception and trust in Investment firms capabilities and service commitment

Enable the innovation needed to success in the new and changing market by collaborating best-in-class with Brokers.

Consisting of pre-configured standalone application packages, flexible and easy to enhance scenarios, pre-implemented 3rd party interfaces and applied project accelerators, our innovative Broker Management Solution is ready to be integrated in your existing system landscape.

© ConVista Consulting AG 2014

INNOVATIVE BROKER MANAGEMENT
- INVESTMENT COMPANIES -

SUPPORT & SERVICE QUALITY

- Manage & prioritize Broker based marketing initiatives and sales opportunities
- Automated E2E processes including exception handling, risk assessment and decision controls
- Single view and access to all client contracts and related documentation mapped to the Broker
- Integrated Broker commission and incentives distribution including SLA simulations
- Broker Self-Service Portal

PROCESS EFFICIENCY

- Manage and monitor individual SLAs
- Mobile app, call center and internet based online support-push marketing and sales information
- Integrated offer management and personalized pricing for products, bundles incl. cross and up-selling
- e-Signature/e-Documentation enabled E2E process including e-Records management and archiving

HIGHLIGHTS OF OUR BROKER CENTRIC SOLUTION:

Marketing & Sales
- Lean Campaign Management
- Marketing Media library
- Lead & Opportunity Management
- Sales Partner Contracts (SLAs)

Origination
- Product Advisory/Management
- Pricing & Conditions Calculation Engine
- Quotation & Proposal Management

Planning and Monitoring
- Sales Planning and Monitoring
- Product Management
- Broker SLAs
- Compliance & Audit Trails

Partner Management
- Business Partner Master Data Management
- 360° View – Broker Factsheet
- 360° View – Customer Factsheet

Broker Service Care
- Self-Service Portal for Brokers
- Activity Management
- Incentive & Commissions Calculation
- Complaint Management

Fulfillment
- Decision & Risk Assessment
- Contract Fulfillment
- Collaterals including documentation
- Collection & Disbursements

Martin Dietz
Member of the Executive Board

ConVista Consulting

Phone: +34 (93) 4459055
Mobile: +34 (620) 282960
Martin.Dietz@ConVista.com
www.ConVista.com

ConVista Consulting, established in 1999, is a global independent consulting group serving the Financial Service Industry in IT-enabled Business Processes. We provide german-originated technical engineering know-how for our Banking & Investment Companies customers.