

# 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:

- increasing **regulations**, consumer & public expectations and adverse economic conditions
- 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

Simple, flexible and personal handling using Mobile, Online and Branch solutions supported by e-Documentation

### PRODUCT INNOVATION

Customer best-fit financial solution at best price while incorporating rapid product & service deployment

### OPERATIONAL EXCELLENCE

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 3<sup>rd</sup> party interfaces and applied project accelerators, our innovative Broker Management Solution is ready to be integrated in your existing system landscape.*

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## ➤ 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

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