



Let's Solve

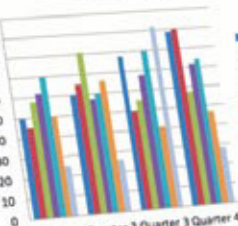
Case Study

Digital Transformation for Customer On-boarding for Wealth Management Firm in Nordic region



Finance Report

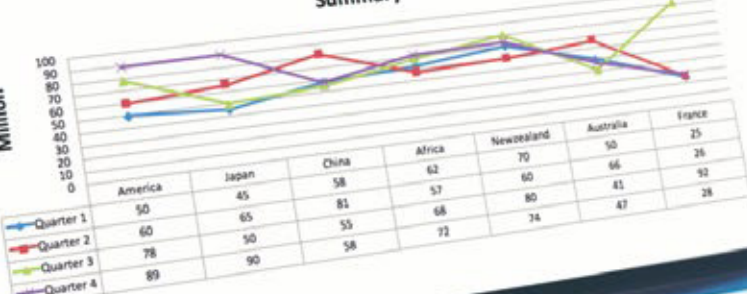
Summary



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A Larsen & Toubro Group Company

Client

Top ranked Wealth Management Company in the Nordics region with total assets of EUR 582 Bn and common equity tier 1 capital ratio of 19.5%.

Challenges

No standard customer on boarding across Nordics for HNI's leading to customer churn. Customer identification being manual, new customer identification was limited to only existing portfolios. High TAT for validation and erroneous verification process. Lack of single source of truth for customer database for multiple disintegrated systems.

Scope

Business Process harmonization across four countries and integration with a mobile-based advisor solution

LTI Solution

Built digital strategy for E2E digitalization. As part of the digital strategy, used design thinking led process innovation to:

- develop an Advisory Mobile application to assist in fast on boarding and portfolio selection for HNI customers.
- create an advisor cockpit on iPad for enhanced advisor experience.

Completed integration of systems and processes to allow straight through processing.

Business Benefits Delivered

- Reduced TAT for HNI Customer meetings from 2-3 days to 1-2 hours
- 50% Reduced Cost of Operations
- Potential net savings of 10 million euros

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions company helping more than 420 clients succeed in a converging world. With operations in 32 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 30,000 LTItes enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.Ltinfotech.com or follow us at @LTI_Global