

Superhero moments.



"I always feel connected"

We believe in solutions that are easy to implement and easy to use.

Put power in the hands of your customers. Zenmonics' digital solutions help you give customers the control they want, when and where they want it. When a customer controls their personal finances from any device –that's what we like to call a superhero moment. And we'll help you make them happen. That's why our channelUNITED Consumer solution uses a single framework to unite multiple applications in a highly usable product your customers will love.

Challenge

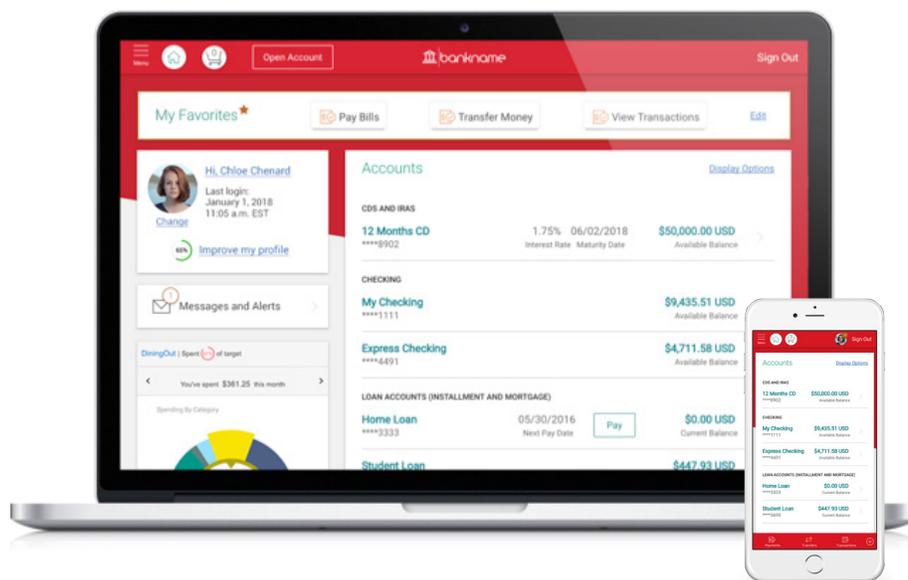
A bank brand of today can't afford to move at the speed of 1985 and make their customers anonymous. Legacy point solutions rely on dated back-end systems that grind delivery and personalization to a halt.

Solution

A unified platform that connects your consumers to your brand and people. Real-time user interfacing personalizes the experience and automates events directly from user activity to streamline your consumer channels.

Platform Highlights

- Content Management enabled to allow business teams to maintain branding and content
- Ability to have full control of the user experience, beyond just look-and-feel
- No rebuilds of the entire application to speed releases while minimizing risk and costs
- Real-time enablement of service requests, contact center cases to reduce back-office costs
- Built-in, industry recognized account opening for retail and business
- Multi-language and multi-currency enabled
- Enterprise event history to allow both customers and associates to see all customer activity across channels





Solution Highlights

Choice

- Mobile responsive
- Control your style and design from branding to flows to data
- Cross-channel data retention
- Device agnostic

Personalization

- Configurable Favorites
- Embedded PFM content
- Fast-track account opening for existing customers
- Offer presentment

Convenience & Time Savings

- Ability to start/save activities
- Common enterprise event activity
- Automated service requests
- Appointment scheduling

Efficiency Gains to Lower Costs

- Instant case creation with queue management
- Paperless processing
- Reduced contact center interactions

Technology Gains

- Fewer point solutions
- Reduced legacy integration and batch processing
- Digital API to speed business feature delivery

Features

- Customer Dashboard with Quick Options
- Favorites
- Enterprise customer timeline
- Inline account opening for retail and business
- Money movement features
- Full customer and account servicing requests
- Card Management
- Integrated financial management to leading 3rd party PFM solutions
- Agreements and disclosures with electronic signature
- Email notifications and alerts
- Integrated offers and cross-sell interstitials
- Enhanced personalization with Needs Assessment and Knowledge Centers modules
- Save and retrieve products via the Customer Cart
- Ability to enable chat and scheduled appointments
- Tag analytics enabled

About Zenmonics

The preeminent provider of Banking Channel software for the global financial services marketplace. We assure financial institutions stay continuously engaged with their customers. Our channelUNITED platform provides an open standards, core-independent, true omnichannel solution that spans all self-service and assisted channels to meet your digital transformation needs. Zenmonics' channelUNITED platform was purpose-built as a single technology stack, built upon an open banking API architecture that enables it to be fintech friendly, cloud-enabled, and continuously innovative.