

Financial Services Operations Datasheet

Automation designed for frictionless banking

Today, banks win by building connected, digitized operations that drive effortless client experiences. Traditional banks must automate processes across departments and technology systems, to compete with new-age abnks.

ServiceNow® Financial Services Operations is the platform for unifying a bank's architecture across Employee, IT, and Customer processes, allowing teams and systems to streamline business performance.

With Financial Services Operations, banks can:

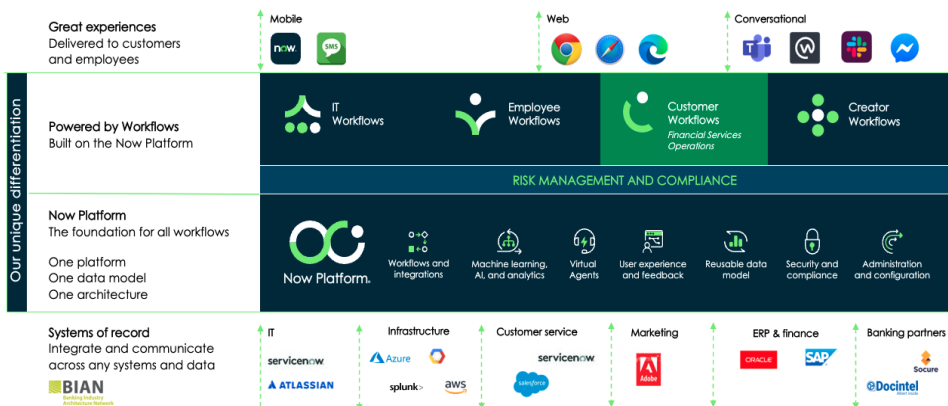
- Deliver immediate, convenient client experiences
- Innovate at scale with a single system of action
- Automate processes across a bank's revenue centers with out-of-the-box applications for Treasury, Deposits, Loans, Payments, and Card Operations
- Further accelerate time to value with automation, artificial intelligence, machine learning, and analytics
- Manage risk, compliance, and ESG objectives in real-time

Financial Services Operations: Harness the power of the whole bank to serve the client

Financial Services Operations for banking is a cloud-based digital workflow platform that offers a faster approach to transformation by connecting front, middle, and back offices. With one platform, one architecture, and one data model, Financial Services Operations brings people, systems, and data into a single place. Financial Services Operations reduces cost and complexity, regardless of the integration challenge.

With Financial Services Operations, client interactions are streamlined so banks can optimize and automate financial transactions.

By breaking cases into discrete tasks and connecting any system where employees do their work, ServiceNow enables the entire bank to come together to solve client issues quickly and with full transparency.



Deliver frictionless banking experiences every time by connecting systems and increasing business agility.

Benefits

Innovate at-scale

With The Platform for Digital Business, banks can accelerate software innovation across the firm by adopting leading-edge architectures, delivery practices, and applications.

Simplify complex processes

Financial Services Operations' intelligent frameworks can create transparent, repeatable processes that save time and cost.

Accelerate time to value

The modular platform's reusable integrations make for easy implementation in as little as 12 weeks.



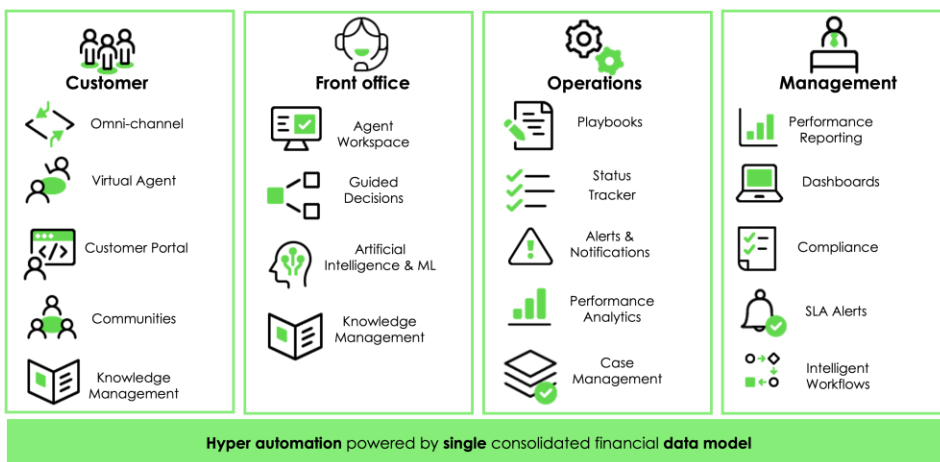
By prioritizing outcomes, challenging ways of working in operations, and exploiting data-driven process automation through ServiceNow's Financial Services Operations platform, nine processes have been revolutionized
Llyods Bank Group

How we are different: A single, consolidated financial data model

Financial Services Operations' data model and analytics for banking services are standardized to ensure a seamless connection with ServiceNow's platform, thus saving hours of development time. Banks can manage all configuration data with full life cycle support.

Digitize any process with Financial Services Operations Core Capabilities

Banks can deliver frictionless client experiences with ease and speed with our core capabilities while minimizing operational costs.



FSO core capabilities deliver frictionless client experiences

Continuously improve business agility with centralized analytics, automation, and AI

Financial Services Operations helps banks improve their business performance with out-of-the-box metrics and real-time analytics. Banks can analyze and identify operational bottlenecks with one AI-enabled platform, improving performance immediately and over time.

Accelerate software transformation at your bank

Financial Services Operations unifies a bank's architecture without replacing existing systems, saving time and money. Banks can deliver applications at scale by leveraging cloud microservices and distributed architectures. They can also identify and understand bottlenecks in software delivery by gaining insights across technology adoption. Banks can also reduce time collecting data across the implementation with all configuration data withing a single data model.



72%

Automation of 450,000 payment in error cases per year

91%

Payment exceptions resolved with automation (previously 100% manual)

Benefits

Increase productivity

ServiceNow unifies systems and teams with a single digital system of record. This empowers employees across departments to work in sync and enables immediate delivery and convenient client experiences.

Seamlessly integrate with the ServiceNow platform

The standardization of the Financial Services Operations data model facilitates easy integration with the bank's existing ServiceNow platform. This lets implementation partners fully utilize the design and architecture without reinventing the wheel.

Banking Applications

Client Lifecycle Operations: Onboard clients with speed and compliance. Playbooks and document management help deliver new accounts quickly and significantly lower costs.

Treasury Operations: Realize value from cross-selling efforts faster. Digital forms enable secure, compliant, efficient processes for internal teams. A 360-degree view of KYC on file minimizes requests for documentation.

Deposit Operations: Complete work faster by optimizing processes and automating the most common deposit account requests. Continuously build client trust by delivering consistent onboarding experiences.

Payment Operations: Provide visibility into claim status and outcomes. Help clients create payment inquiries and monitor the status of their inquiries, all in real-time.

Loan Operations: Achieve cost efficiencies via streamlined processes and automation. Support retail and business loan servicing on a single platform.

Card Operations: Reduce processing time and increase CSAT by creating and managing typical cases and tasks for credit card requests.

Complaint Management: Prioritize, resolve, and reduce inbound complaints. Automation and

Machine learning help expose and resolve issues, improving the timelines and lowering overall compliance risk.

Document Management: Work at speed and provide a centralized ability to track and manage document collection with integrity; audit controls and distribution based on service and client type.

Core Capabilities

Performance Analytics: Financial institutions can easily monitor performance and KPIs across the business through one platform. Pre-configured charts and dashboards specific to loan operations and payment operations are designed to deliver meaningful insights.

Client Focused Operations: Proactive client service operations and improved client experience using chatbots; manage case flows by automating service processes through playbooks.

Automation and Predictive Intelligence: Use machine learning to route issues, recommend solutions, identify knowledge gaps, provide guided decisions with contextual recommendations, automate assignments with a simple drag-and-drop interface.

Agent Workspace: Enhance agent productivity with multitasking, integrated solutions, and an optimized layout.

Omni-channel: Integrate telephony systems and support clients across online banking, mobile banking, and social media; manage cases on the go with a consumer-style app using native device features.

Client Management: Manage client interactions and solve client issues through the case, project, knowledge, and service management.

Continual Improvement Management: Initiate and track improvements across the bank by aligning people, processes, and data; to find answers and solve problems.

Task Assignment: Route work automatically to the best agent based on criteria or an affinity to the case and assign client requests to other departments with visual task boards.

Surveys and Dashboards
Measure the voice of the client and stay current with client concerns and generate clients' reports and dashboards on demand.

Business Service Mapping: Each workflow is mapped to the relevant IT systems that support it. When there is an unexpected outage or planned system maintenance, the right employees are automatically notified.

Learn more about ServiceNow solutions for Banking at <https://servicenow.com/financialservices>

