



# TEMENOS

Infinity

## **Temenos Infinity** Solution Overview – Omni-channel Banking

As digital journeys become more complex, customers demand fast and low friction service on the channel of their choice. This means a key requirement of any digital transformation is to deliver an omni-channel, customer-focused experience.

Temenos Infinity supports this challenge by providing a digital banking solution focused on customer experience. It solves the problems of acquiring, servicing, retaining and cross-selling customers. Temenos Infinity provides everything you need, from one platform, to provide your customers with choice in how they bank and engage with you, while providing an exceptional and consistent user experience, whatever channel or device they use.

The Temenos Infinity digital banking solution is cloud-native, cloud-agnostic, and independent of any core banking system. API-first, design-led, and working across any banking sector, it allows you to achieve scale and the total cost of ownership benefits of the cloud.



### **Cover the lifecycle of the bank customer with one solution**

Temenos Infinity provides a seamless and personalized customer experience from acquisition through to servicing and retention. Attracting new customers, onboarding them, engaging them and providing superior customer service are all essential components of a successful digital strategy. Temenos Infinity incorporates a best-in-class onboarding and origination capability, omni-channel banking and realtime engagement, enabling you to innovate and accelerate delivering value to your customers throughout their lives.

### **Deliver an Omni-channel Banking Experience**

While bank branches are still an important channel, customers are increasingly turning to mobile and digital channels as the primary method to conduct their banking transactions. Temenos Infinity increases your speed-to-market of customer-centric omni-channel experiences through pre-packaged, multi-channel, regional and vertical solutions.

## The solutions include:



Temenos Infinity Omni-channel Banking provides you with a full breadth of services to deliver an outstanding customer experience, including:

- **Temenos Channels** – provide an outstanding customer experience across all channels: digital, call centers, branch, chat, voice and text
- **Customer Service User Agent** – provide your call center with everything needed to fully support a customer including customer details, history, communication preference, and customer analysis and marketing opportunities
- **Account Aggregation** – gain competitive advantage and share of wallet by offering aggregation of other banks' accounts and payment initiation onto your digital interfaces to enable open banking strategies
- **Money Management** – leverage transaction data to gain valuable insights for you and your customers, enabling them to see how they are spending, categorize expenses, create budgets and savings goals and more
- **Alerts and Notifications** – communicate important messages, such as fraud alerts, bank activity, and marketing messages, to your customers in the channel of their choice
- **Payment Order** – keep your customers informed of progress while making payments through third-party solutions
- **Contact Log** – store a log of all customer contact and integrate the communications with campaigns
- **Secure Messaging** – securely send and receive messages to your customers
- **Document Management** – manage the storage, distribution and creation of documents



Expand your market reach beyond your branches with a single platform across all banking products and business lines, for a consistent customer experience from acquisition through digital banking and customer retention. Contact us to learn how we can help you with all your banking needs.