

## Future-Proof banking using Microsoft Dynamics 365

TCS onboarded 12,000+ users from commercial, corporate & institutional, retail, and private banking, across four EU countries

## **Customer Objectives**



Customer experience:
A unified onboarding and engagement platform



Future-proof banking: Automation and intelligence at the core



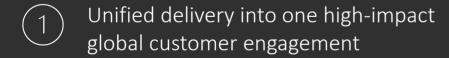
Employee empowerment: Reduced manual effort, increased collaboration

2022/2023

MSUS Partner Award Winner

INNER

## **What TCS Delivered**





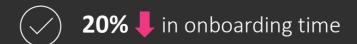
Implemented video banking & advanced appointment booking

Created an intelligent resource scheduler, personalized confidentiality & GDPR

## **Business Outcomes**

As a result of the work that TCS delivered, the customer realized the following benefits:





10% in opportunity registration