

What a great result and thank
you for going the extra mile!
- Chief Information Officer

Gold
Microsoft
Partner



2022/2023
INNER
for Microsoft Business Applications

MSUS Partner
Award Winner
2 0 2 1

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

What TCS Delivered

- ① Unified delivery into one high-impact global customer engagement
- ② Delivered investment portfolio & financial asset management, & lead nurturing
- ③ Implemented video banking & advanced appointment booking
- ④ 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:



30% ↑ productivity



20% ↓ in onboarding time



10% ↑ in opportunity registration