

Professional Services: Development Services

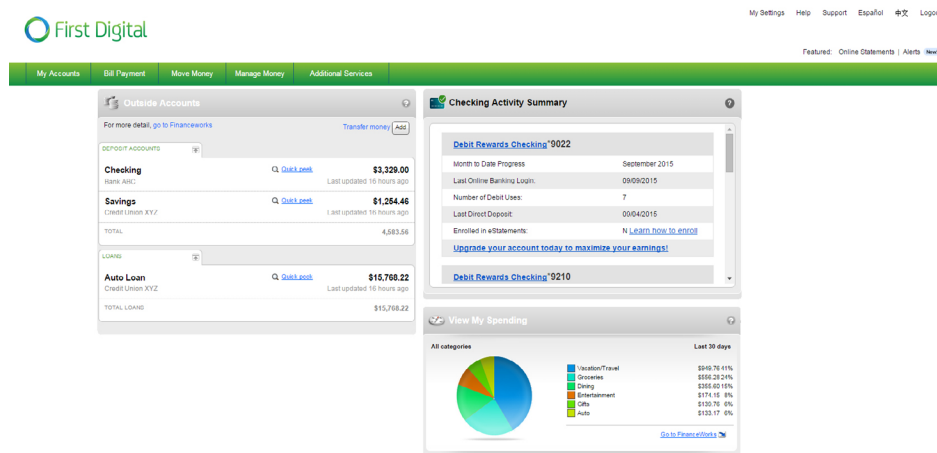
Strengthen relationships and boost engagement, retention and profitability by meeting the specialized needs of each financial institution's customers and offering financial institutions additional ways to distinguish themselves from their competition.

Financial institutions consult with Digital Insight Professional Services to design new online and mobile web applications tailored to their needs and those of their customers. After a proposal is agreed upon and approved, the Professional Services team will develop and implement the custom solution in as little as 120 days from project kickoff, integrating it into the Digital Banking Platform through single sign-on (SSO). It will then display as a widget on the home page, a page in the navigation, or a page on Mobile Web Banking and/or Mobile Banking Apps. The financial institution will then partner with Digital Insight to test the developed solution, and upon completion, Digital Insight will continue to host, support and enhance the new app.

Custom apps available for purchase or customization:

- Loan Payment
- Skip Payment
- File Upload
- ATM Preferences
- Credit Score Display

Ask your relationship manager for more details on how to add these to your digital banking offering.



Financial Institution Benefits

- Empowers financial institutions to differentiate through the development of unique functionality.
- Enables financial institutions with no in-house development capability to remain competitive.
- Builds consumer loyalty and boosts engagement by providing products and services that are of value to them.
- Lowers cost to develop and shorter development time – leveraging the experience, skills and technology access of professionals in the field.

End-user Benefits

- Meets needs specific to the customers of that financial institution.
- Aggregates more transactions/activities onto their banking channels of choice.

Features

- Consultation.
- Proposal Drafting and Approval.
- Scoping and Design.
- Development.
- Implementation and Testing.
- Continued Maintenance and Enhancements*.

* Enhancements to existing applications require new project scoping and additional fees.



Sample case: Loan Payment Application

- Customers or members can pay loans held by the financial institution from accounts held at other institutions.
- Currently, these transactions must be processed through high-cost channels requiring manual interaction like postal mail, branch and call center.
- Digital Insight will provide an automated solution to allow customers or members to pay these loans through a seamlessly integrated application so you can:
 - » Provide a preferred or alternative payment channel for external loans.
 - » Generate additional fee income.
 - » Reduce call center volume.

Banks and credit unions turn to Digital Insight for innovative online and mobile banking technologies that drive growth. For nearly 20 years, our leading solutions have helped financial institutions engage consumers more meaningfully and more profitably.

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