



INDUSTRY BANKING



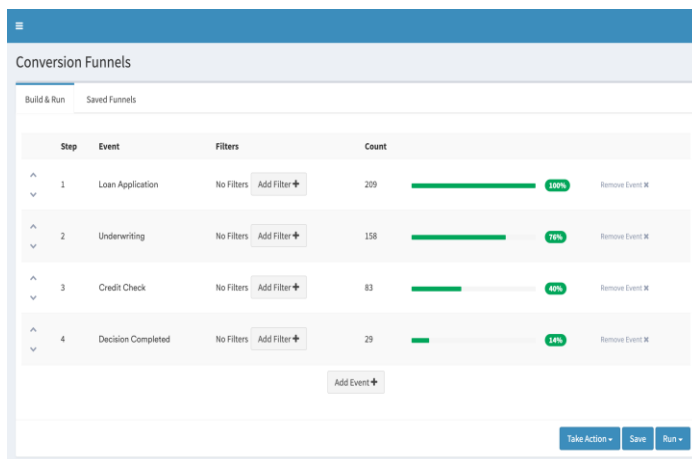
Internal Apps:

- Measure and monitor effectiveness of application usage between lines of business
- Optimize workflows and processes based on employee interaction with each process step
- Automatically send employees messages to alert of modifications within application processes, or assistance with application errors



External Apps:

- For Each Personal & Business User, understand which Applications they utilize on which platforms
- Optimize and improve UX based on individual user data and send messages at key touchpoints
- Combine existing user data with usage and behavior to target promotions within web & mobile applications
- Cross promote relevant services and acquire look-alike users



Internal Use Case

Ensure effectiveness of home equity line of credit application processing by Agents with streamlined optimization of application business process



External Use Case

Monitor the usage of online banking workflows like payments, transfers, wires, etc. to improve the user experience