

Pega Client Lifecycle Management

Ranked the industry leader by analysts. Proven to improve revenue, compliance, and customer satisfaction.

A Pega Financial Services Datasheet

Simplify complex onboarding and due diligence processes

Pega offers the only globally scalable, fully unified Regtech solution for Client Lifecycle Management (CLM), which allows you to onboard a new client relationship, add new products or services for existing clients, service client and account maintenance requests, or off-board accounts. Pega's integrated CLM solution (onboarding and KYC through to customer service) has been selected by the world's leading global banks to help them realize faster time to revenue, while ensuring compliance with global and local due diligence regulations.

Pega Client Lifecycle Management™ for Financial Services orchestrates and transforms onboarding, KYC due diligence, account opening, and account maintenance operations. The solution allows complex financial institutions to deliver outstanding client experiences while achieving new levels of profitability, productivity, and proactive responsiveness to market conditions and the changing regulatory landscape.

- **Cut through the complexity**
Connect your customer, sales force, relationship manager, and sales support functions to your back-office teams and systems seamlessly. Manage complex dependencies and provide visibility and control from front-to-back throughout the client lifecycle.
- **Accelerate time to revenue**
Maximize efficiency by eliminating duplicate data requirements and managing processes in parallel – KYC due diligence, credit, tax, legal, approvals, product, and service fulfillment.
- **Rapidly respond to change and ensure compliance**
Enforce due diligence best practices, regulatory requirements, and internal policies across geographies and lines of business. At the same time, update and maintain your rules in minutes rather than months, with zero coding.

Learn more at pegaonboarding.com

Challenge

Fragmented manual processes, layers of ever-changing regulations, and lack of global orchestration can result in long onboarding times, slow time to revenue, complex due diligence rule management, high operational costs, dissatisfied customers, a lack of visibility, and non-compliance.

Solution

Pega CLM provides a unified architecture that includes robotics, AI, case management, and a “no coding” solution that allows financial institutions to orchestrate complex front to back office onboarding and due diligence functions, across lines of business and jurisdictions. From onboarding through to compliance, credit, legal, operations, fulfillment, and off-boarding, Pega CLM ensures coordination, transparency, and efficiency.

Enhance the client experience

- Omni-channel user experience seamlessly transitions across any channel and device, including phone, mobile, web, email, chat, and co-browse.
- End-to-end case lifecycle management controls all tasks for comprehensive visibility, tracking, and status reporting—anytime, anywhere.

Accelerate onboarding and time to revenue

- Reduce onboarding time by up to 70 percent with a fully unified solution for multi-jurisdictional multi-product onboarding.
- Streamline and automate manual and repetitive tasks through robotics and transparent, controlled AI technologies paired with case management.

Streamline KYC and ensure reuse

- Maintain a global master view of client entities and underlying parties such as UBOs and majority shareholders across all lines of business, products, accounts, geographies, and complex direct/indirect and parent/child relationships.
- Specialize dynamic rules by country, line of business and product to meet complex AML/CTF, tax, suitability, and OTC derivative regulations, among others.
- Automate periodic and event driven reviews, as well as remediations to ensure timely completion.

Maximize operational efficiency with global scale

- Data captured during initiation and enrichment (e.g., booking entities, geographies, and products) drives auto case creation, routing, and task dependencies.

- Automated SLAs and escalation help prioritize and route due diligence and fulfillment tasks, ensuring timely and accurate completion across multiple users.
- Ensure reuse of documents, data, and completed due diligence.
- Be assured that a global solution can be implemented across all geographies, lines of business, and products with the ability to extend as your business changes.

Reduce time to implementation

- Proven methodology for global implementations ensures fast return on investment with a risk-based approach. Implement in parallel streams using iterative short cycles by directly capturing objectives.
- Streamline integration to multiple KYC utilities and leverage out-of-the-box connectors such as World-Check, Clarient, Avox, and Markit.
- Facilitate the secure, client-permissioned exchange of client data with Pega's Blockchain Innovation Kit.

Rapidly adapt to changing markets and regulations

- Pega's 26,000+ out of the box regulatory rules, covering 60+ jurisdictions are developed and maintained by a global team of lawyers, ex-regulators, and policy makers, utilizing input from our Client Advisory Board.
- Pega's Rule Configurator allows due diligence requirements to be built in familiar tools like Excel and automatically configured in the application in minutes.
- Pega's KYC Rule Management Portal and quarterly rule updates allow banks to easily keep pace with regulatory updates and policy changes.

