

## DELIVER PERSONALIZED BANKING EXPERIENCE TO YOUR CUSTOMERS WITH CONVERSATIONAL BANKING

Deliver personalized banking experience to your customers. Free them from app downloads, browser compatibility issues, complicated logins and long navigation on websites. Provide instant resolution to their queries with conversational banking.

### WHAT'S INCLUDED

- Easy appointment booking
- Bots assisted instant payments, balance inquiries, transactions
- Industry standard security and compliance
- Free Sure Start<sup>SM</sup> assessment

### ABOUT US

MediaAgility is a digital consulting company focussed on Analytics, Innovation and Collaboration.

<https://goo.gl/FQnPt>



### THE PROBLEM

#### DECREASED OPERATIONAL EFFICIENCY

Decreased operational efficiency often results in customers getting delayed access to the answers they need quickly.

#### POOR CUSTOMER EXPERIENCE

Customer service reps get caught up with mundane, basic, banking tasks and focus less on complex tasks that require human touch.

#### HIGH OPERATIONAL COSTS

Maintaining physical call centers and branches to handle customer support is one of the costliest banking operations.

### THE SOLUTION

#### INCREASED OPERATIONAL EFFICIENCY

Automate tasks such as answering customer questions, servicing accounts, and opening new accounts and reduce costs, boosting efficiency of banking operations.

#### CONTROLLED COSTS

Use chatbots to alleviate costs by automating customer support through digital conversation.

#### IMPROVED CUSTOMER EXPERIENCE

Allow customers to access their bank using their preferred messaging app with quick and easy access to banking services.

## INVENT YOUR DIGITAL FUTURE

We provide digital consulting services to help our customers understand and respond to the digital revolution. We do this by being your strategic thought partner, develop innovative solutions together and bring our deep expertise in technology, design thinking and agile implementation.

### START NOW

- Strategic thought partnership
- Idea to Impact in 45 days
- Braintrust & Innovation workshops
- Run on new paradigm shifting technologies
- Accelerate time to market, stay competitive



### CONTACT US

Start your free Sure Start<sup>SM</sup> assessment today.

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### OUR APPROACH

#### SURE START<sup>SM</sup>

From brainstorming your initial vision, through best-practice design & build, to production enhancements, you can be assured of our expert guidance throughout.

#### PARTNER ADVANTAGE<sup>SM</sup>

We bring you world-class design-thinkers and engineers to be your thought partners and intelligent solutions providers.

#### NOW AND NEXT<sup>SM</sup>

We engineer solutions on new paradigm shifting digital technologies, be it AI, big data analytics or Internet of Things but we start with wherever you are today.

### THE BENEFIT

#### COST SAVINGS

Eliminate capital expenditure, simply pay for what you use. Reduce IT complexities and resource investment; control full value of your investment to achieve higher ROI.

#### CONTINUOUS INNOVATION

We run innovation workshops, where we push the boundaries of invention to mobilize your ideas. Store, share, collaborate and discover more in global communities.

#### EXPERTISE

Our expertise is built upon decades of experience and continually challenging the status quo. Partnered with leading tech providers like Google and Amazon and have over 750 customers across the globe.

**SURE START**

SPRINT 1

**BRAIN TRUST**

SPRINT 2

**IDEA TO IMPACT**

SPRINT 3+