



CASELET

SET THE STANDARD WITH A CROSS- FUNCTIONAL DIGITAL BANKING ENGAGEMENT SOLUTION

Take banking to your customers

Your customers demand a seamless, high-quality experience wherever they are. But to provide a world-class service, your associates must share the same view. Welcome to the age of the total experience.

Banks that choose FIS® Digital One™ can attract and retain more customers. By engaging with customers throughout their life journeys, you can build deeper, more profitable and more enduring relationships. Every customer interaction becomes a relationship-building opportunity.

With Digital One, you have the right technology to support customers from account opening through to account management and reporting. And because customer needs and preferences change constantly, you have the ability to flex and adapt at any time. Digital One makes banking easier for your financial institution and your customers.

Digital One is the power behind some of the world's most successful banks, and supports over \$1 trillion in combined assets. Discover how our pioneering approach and groundbreaking technologies can bring a truly digital banking strategy to life.

HOW DIGITAL ONE DRIVES BANK SUCCESS

APPEAL TO A NEW GENERATION

Business need

With a proud heritage and loyal customer base, this bank operates a network of over 200 branches and has a significant online presence. But to attract a new generation of customers, it wished to implement a seamless omnichannel experience for its customers and staff.

Solution

Following a thorough evaluation, the bank chose a fully hosted FIS cloud solution. As part of a phased migration, the bank adopted the full suite of Digital One consumer banking products, including Digital One Online Account Open, Online Banking, Banker, Teller and APIs. The APIs enable an omnichannel experience, including integration with Salesforce and the bank's mobile banking and identity management systems.

Outcome

The bank can offer a consistent experience across all physical and digital channels. New customers can onboard electronically, with the comfort of human support when needed. With its business hosted on the FIS cloud, the bank's processing costs are always aligned with business success.

EXPERIENCE COUNTS

Business need

This privately owned bank has \$36.5 billion in assets and offers a full range of commercial, trust, private banking and mortgage banking products. It wished to upgrade its legacy assisted and unassisted channel solutions so it could stay ahead of the competition with a superior user experience.

Solution

Following a full evaluation, the bank chose to consolidate its entire consumer base onto Digital One. The implementation was staggered to minimize risk and introduce improvements to eliminate manual processes.

Outcome

The bank is now fully in control of its user experience and can fine tune it to meet customers' exact needs. FIS plays a critical role as the bank's strategic technology partner and the platform is continually upgraded to keep pace with changes in technology and market practice.

PARTNERSHIP AT WORK

Business need

A U.S. regional commercial bank runs a network of around 200 branches and offers a full range of banking services. As part of a core renewal project, it wanted to offer customers a differentiated digital banking experience.

Solution

Following a thorough market survey, the bank chose Digital One Consumer Studio as its strategic retail banking solution. With Digital One's open technology, the bank has put innovation at the heart of its business strategy and can take advantage of profitable fintech partnerships.

Outcome

By offering an exceptional user experience, the bank can attract and retain new customers. Digital One's advanced platform architecture empowers the bank to innovate and offer a customized digital service that reflects its brand values and tradition of offering a highly personalized service.

DIGITAL THROUGHOUT

Business need

One of the largest banks in the world, this financial giant came to FIS with the vision of creating a compelling new digital bank in the U.S., driving a material shift of consumers out of traditional branch-based banks to a more innovative digital alternative.

Solution

The bank realized that a rich digital experience is crucial to win and retain new customers. By coupling FIS Modern Banking Platform with Digital One Consumer Studio and Online Account Open, the bank took a "best-of-suite" approach, which allows it to provide an exceptional digital banking experience for its customers, all from a single trusted partner.

Outcome

With Digital One as its strategic digital banking solution, the bank is no longer limited by its branch footprint and can reach an entirely new customer base across the U.S. And with this configurable and scalable solution, the bank can continue to control its holistic digital experience as it grows.

CUSTOMER-CENTRICITY

Business need

With a legacy infrastructure, this regional commercial bank was struggling to innovate and offer a modernized digital banking experience for its growing customer base. The bank wished to invest in new digital banking options and services to increase customer engagement and build loyalty.

Solution

The bank's leadership team identified a need to invest in a modern digital platform to align technology with its business. With its flexible low-code capabilities and omnichannel framework, Digital One Consumer Studio was the right solution to accelerate its digital transformation.

Outcome

Digital One has transformed the bank's operational model. The bank has shifted its focus from products to customers and can deliver innovation at pace across all channels. It can rapidly tailor its user experience while leveraging its existing bank assets to deliver compelling customer journeys to drive business. Plus, the highly scalable and configurable platform will grow with the bank's needs over time.

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"Digital One is an investment in the future of our community, as it allows us to deliver digital solutions and experiences that our customers want the most."

Chairman, President, and CEO of a regional commercial bank

THE DIGITAL ONE ADVANTAGE

Digital One is a modular solution that allows you to develop and deliver convenient and consistent user experiences at your own pace or as a single deployment. Each module offers an opportunity to review and transform how work gets done and to create customer value in new ways.

The Digital One API empowers these feature-rich modules to make integration and deployment efficient, low-risk and manageable for your financial institution. Now, you can fully customize and deliver a consistent user experience and feature set in any banking channel. FIS provides the flexibility and agility you need to build your own success story.



To learn more visit fisglobal.com/DigitalOne





About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, absolute performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index. To learn more, visit www.fisglobal.com, and follow FIS on [Twitter \(@FISGlobal\)](https://twitter.com/FISGlobal).

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PAYS, BANKS AND INVESTS™**