



About VeriPark



**25 Years of Expertise
& Innovation in FSI**



**Dedicated
to FSI Only**



**Global Player and
Leader in Optimizing
Microsoft Framework
for FSI**



**Working in the
AI Field for Nearly
10 Years**



**1000+ Employees
Based in 15 Countries**



**Serving
Customers in 30+
Countries Worldwide**

Key References



Germany
1,000,000+
Customers

VeriTouch

VeriChannel



Germany
Invoicing volume:
€4.8 billion

VeriTouch

VeriChannel



Canada
Total Assets: \$2,4
Billion

VeriTouch

VeriChannel

VeriLoan

VeriBranch



United Kingdom
Total Assets: £70
Billion

VeriChannel



Bulgaria
Total Assets: €23
Billion

VeriTouch



Turkey
Gross Written Premiums:
231.746.854 ₺

VeriTouch



Turkey
Total Assets: €9,5
Billion

VeriBranch

VeriChannel



Turkey & Germany
Total Assets: €70,26
Billion

VeriChannel



Turkey & Germany
Total Assets: \$68.2
Billion

VeriBranch

VeriChannel



United Arab Emirates
Total Assets: \$224
Billion

VeriTouch



Qatar
Total Assets: \$42,2
Billion

VeriTouch



Gulf
Total Assets: \$2.8
Billion

VeriTouch



Thailand
Total Assets: \$96
Billion

VeriTouch



Malaysia
Total Assets: \$40
Billion

VeriTouch



Nigeria
Total Assets: \$14,5
Billion

VeriTouch



Kenya
Total Assets: \$2,5
Billion

VeriTouch

VeriLoan



Romania
Total Assets: \$68.2
Billion

VeriChannel



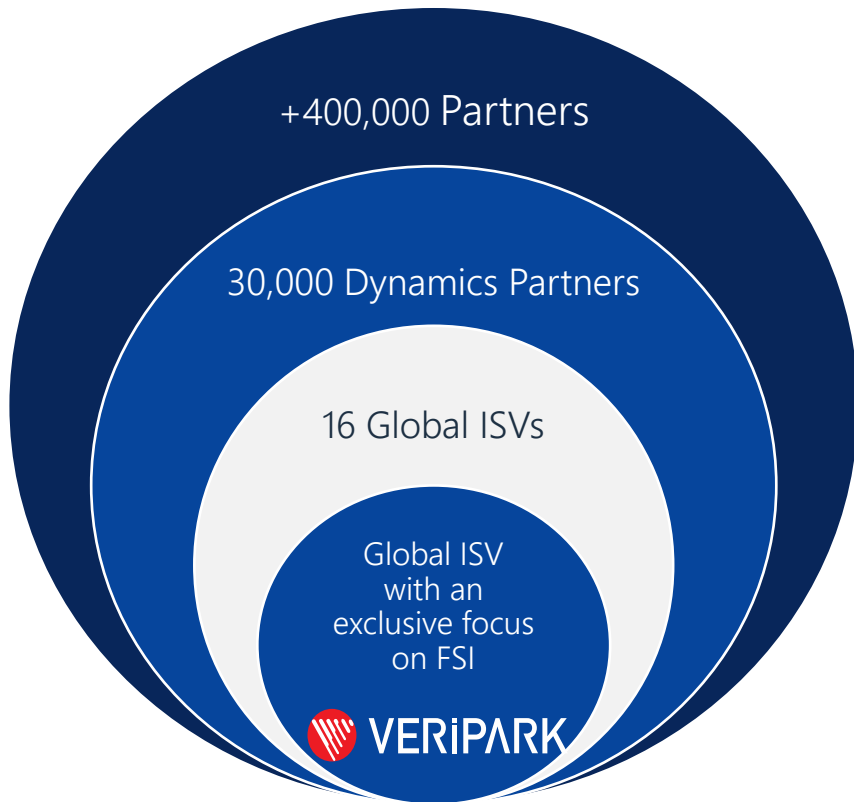
Nigeria
Total Assets: \$9,8
Billion

VeriTouch

VeriPark & Microsoft Partnership



VeriPark is a Global ISV with an exclusive focus on FSI



Microsoft partner ecosystem



VeriPark is **Microsoft Solution Partner** since **2001**.



**Inner Circle
for Microsoft
Business
Applications
for the 13th
year**

**Microsoft
Partner**



2018 Partner of the Year Finalist
Financial Services Award

**1 Time Global Finalist, 4 Times
Winner in Microsoft Financial
Services Award**



**Dynamics Global ISV
of the Year 2017**

Recent Industry Awards & Recognitions



VeriPark is a global ISVs that is both a **Microsoft Inner Circle Member** and a **Partner Advisory Council Member**.



INNER CIRCLE
FOR MICROSOFT BUSINESS APPLICATIONS



VeriPark recognized in Gartner's

Market Guide for Digital Banking Platforms
2024, 2022

Market Guide for Commercial Loan Origination Solutions
2024, 2023

Market Guide for Digital Banking Multichannel Solutions
2024, 2022, 2020



VeriPark recognized in Forrester's:

The Customer Relationship Management Software For Financial Services Landscape
2024, 2023

The Digital Banking Engagement Platforms Landscape
2023



VeriPark named in IDC's

IDC Real Results 2024
Omni-Engagement Transformation Category Winner
&
Overall Winner

FinTech Rankings Top 100
2024, 2023, 2022

Intelligent Customer Experience Suite



VeriChannel *Omni-Channel Delivery*

Digital Onboarding &
Offboarding

Mobile Banking

Retail Online Banking

Corporate Online Banking

Tablet Banking

Contact Center Banking

Innovative Channels

VeriBranch *Branch Automation*

Teller

Seller

Advisor

Universal Banker

Unified Front End

Digital Branch

Signature Verification

VeriTouch *Customer Engagement CRM*

New Customer Enrolment

360° / 720° Views

Customer Portfolio, NBA and
AI Copilots

Sales & Prospect Management

Marketing, Campaign and
Loyalty Management

Contact Center Automation

Complaints & Service Request
Management

VeriLoan *Loan Origination*

Retail Auto Loans

Personal Loans

Home Loans

Credit Cards

Commercial Loans

Scoring / Servicing

Digital Lending Portal

Temenos / T24

Oracle / FLEXCUBE

Infosys / Finacle

FIS / Systematics

VeriLink
Consumable APIs

Fiserv / Signature & DNA

Mambu

Finastra Loan IQ/ Equation

TCS / Bancs



Retail Banking



Corporate Banking



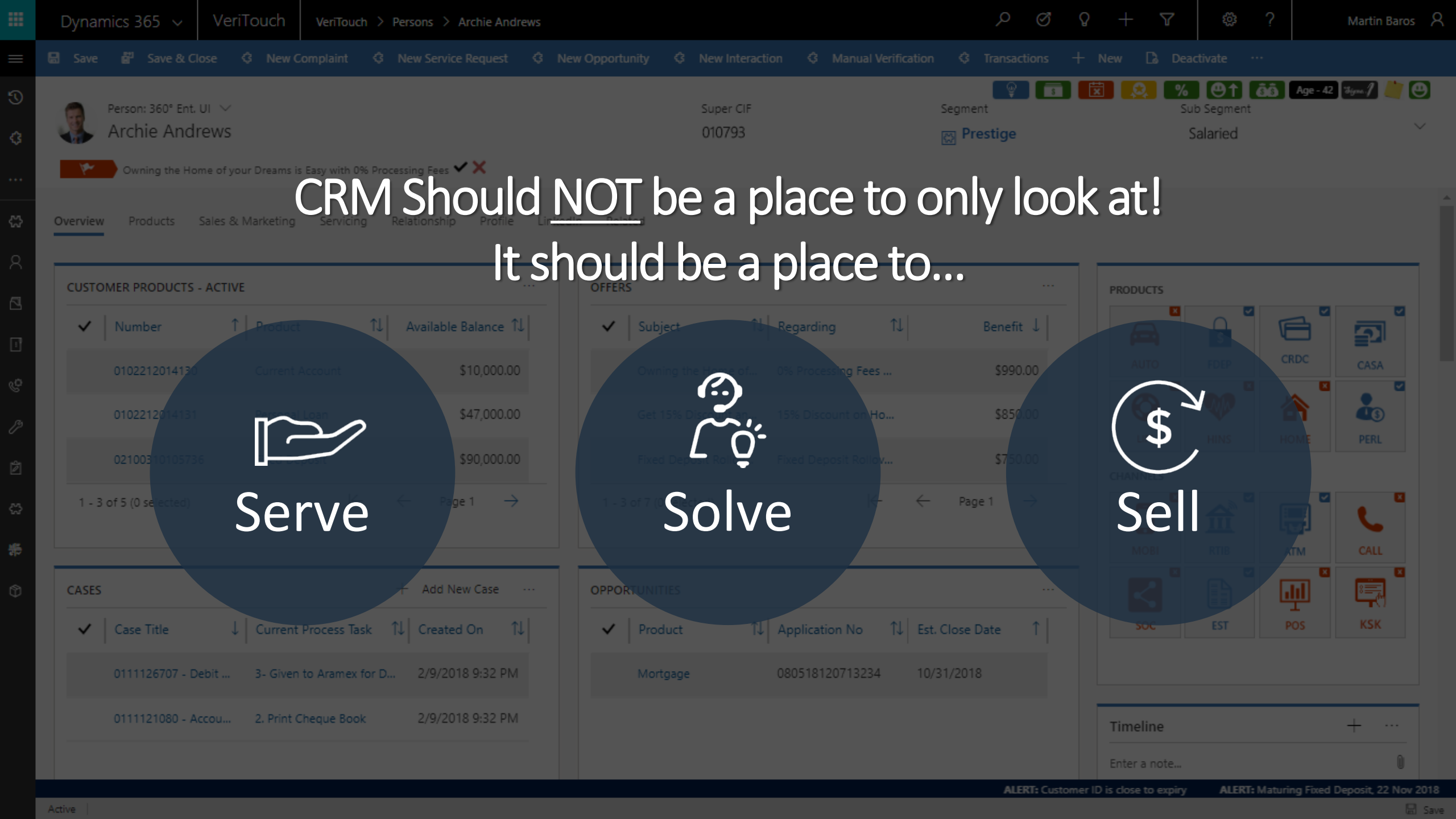
Private Banking



Insurance

**VeriTouch is a CRM solution for
Financial Institutions built on
Dynamics 365 and Power
Platform.**





CRM Should NOT be a place to only look at!
It should be a place to...


Serve


Solve


















Sell

Archie Andrews
Person · Retail Banking 360 ▾

010793	Royal	Salaried	Martin Baros
Super CIF	Segment	Sub Segment	Relationship Manager

Overview Products Sales & Marketing Servicing Relationship Profile LinkedIn Timeline Related

PRODUCTS

 	 	 	 	 	 	 	 
AUTO	FDEP	CRDC	CASA	LIFE	HINS	HOME	PERL





CHANNELS

NEXT BEST ACTION

0% Processing Fees on Home Loan

CUSTOMER PRODUCTS

Overview Accounts Retail Loans Cards Others







5 Products	 Accounts	1
	 Retail Loans	1
	 Cards	2
	 Others	1

+ New Phone Call ...

✓	Subject	Regarding	Benefit	↓
	0% Processing Fees on Home Loans	Special Offer on Home Loans		\$1,003.52
	15% Discount on Home Insurance	Home Insurance Offer		\$983.04
	Introductory Rate Offer for Fixed Deposit	Offer for Fixed Deposit		\$962.56

1 - 3 of 9 (0 selected)
Page 1

INDICATORS

 DELINQUENT	 DEBT BURDEN
 PROFITABILITY	 YTD REVENUE
 SATISFACTION INDEX	 AUM
 RUM	 LOYALTY
 SALARY TRANSFER	 CUSTOMER INSIGHT
 LAST INTERACTION	 SIGNATURE

+ New Case ...

✓	Case Title	↑	Current Process Task	Expected Resolution...
	0111121080 - Accounts - C 2- Print Cheque Book			4/14/2020 10:47 A...
	0324112029 - Credit Cards 1- Review Renewal Request			3/26/2020 1:34 PM
	091179253 - Debit Card - D 1- Approve customer requ			3/25/2020 9:54 AM

ABC 1 - 3 of 3 (0 selected)

OPEN OPPORTUNITIES

✓	Product	Application No	Est. Close Date	↑
	Personal Finance	603594	4/29/2020	
	Auto Loan	627404	5/1/2020	
	Mutual Funds	110085	6/1/2020	

ABC 1 - 3 of 3 (0 selected)

+

- Customer is visiting branch. Collect KYC documents
- Client prefers text message

ALERTS & NOTIFICATIONS

- Customer did not use credit card for 3 months
- Customer ID Expiry

Customer Single View (360)

Improve Cross-Sell Ratio



VERIPARK VeriTouch VeriTouch > Persons > Archie Andrews

Save Save & Close + New Complaint + New Service Request + New Opportunity + New Interaction + New Appointment Manual Verification Transactions Assign Add to Marketing List Connect | ...

Archie Andrews
Person - Retail Banking 360

010793 Super CIF | Royal Segment | Salaried Sub Segment | Martin Baros Relationship Manager

Overview Products Sales & Marketing Servicing Relationship Profile LinkedIn Timeline Related

PRODUCTS

AUTO FDEP CRDC CASA LIFE HINS HOME PERL

CHANNELS

MOBI RTIB ATM CALL SOC EST POS KSK

CUSTOMER PRODUCTS

Overview Accounts Retail Loans Cards Others

5 Products

Product	Count
Accounts	1
Retail Loans	1
Cards	2
Others	1

OFFERS

Subject	Regarding	Benefit	
0% Processing Fees on Home Loan	Special Offer on Home Loan		\$1,003.52
15% Discount on Home Insurance	Home Insurance Offer		\$983.04
Introductory Rate Offer for Fixed Deposit			\$962.56

1 - 3 of 9 (0 selected) | Page 1

OPEN CASES

Case Title	Current Process Task	Expected Resolution
0111121080 - Accounts - 2- Print Cheque Book		2/28/2020 10:47 ...
091179253 - Debit Card - 1- Approve customer request		3/25/2020 9:54 AM

OPEN OPPORTUNITIES

Product	Application No	Est. Close Date
Auto Loan	07091962740479	2/29/2020
Personal Finance	11051960359416	4/29/2020

NEXT BEST ACTION

0% Processing Fees on Home Loan

INDICATORS

- NOT ELIGIBLE
- DEBT BURDEN
- YTD REVENUE
- AUM
- LOYALTY
- CUSTOMER INSIGHT
- SIGNATURE
- DELINQUENT
- PROFITABILITY
- SATISFACTION INDEX
- RUM
- SALARY TRANSFER
- LAST INTERACTION

NOTES

- Customer is visiting branch. Collect KYC documents
- Client prefers text message
- Do not call customer for international card spends

ALERTS & NOTIFICATIONS

- Customer did not use credit card for 3 months
- Customer ID Expiry

One to one Marketing
with Next Best Action

One Click Cross-Sell
from 360 View of
Customer

Sales Attempts in Inbound
Interactions

Automated Fulfilment
from soft-sell to hard-sell

Relationship Manager Dashboard - New

At a glance

MY ACTIVITIES

Overdue	6
Due Today	4
Open	124

132	181	19
My Mono-product Customers	My Customer Without Touch	My Open Complaints

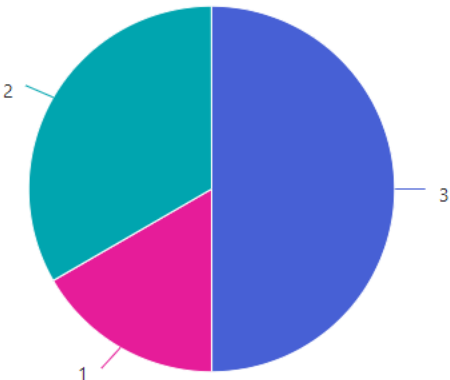
10	10	84
My Open Service Requests	My Escalated Cases	My Open Opportunities

3	191	45%
My New Customers	Portfolio Size	Cross Sell Ratio

My Activities Overdue

My Open Activities - Overdue

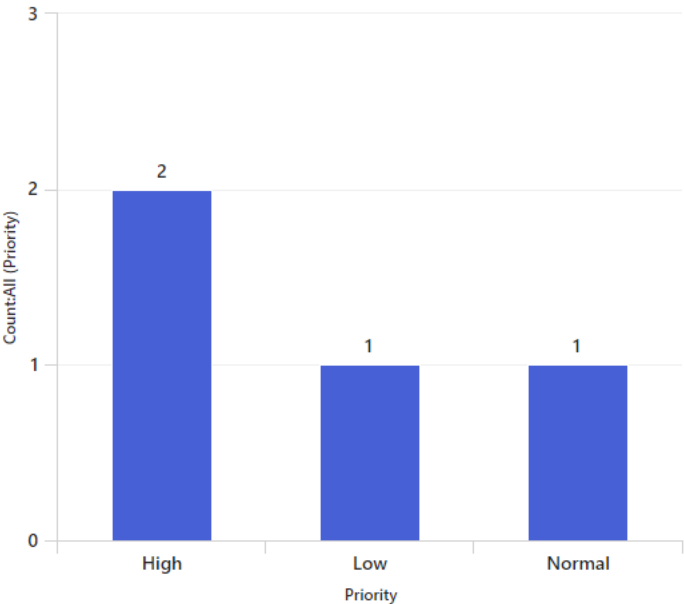
● High ● Low ● Normal



My Activities Due Today

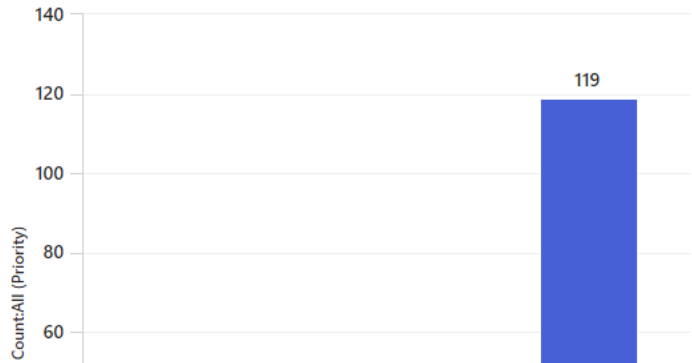
My Open Activities - Due Today

- Count:All (Priority)



My Open Activities

My Open Activities



Customer Satisfaction Score (RM) ✓

● Negative Response (0-4) (19.90%) ● Neutral Response (5-6) (14.14%)
● Positive Response (7-10) (65.97%)



RM Hot Leads ▾

Phone Call

Filter by keyword

✓ Subject ✓

Call To 

Benefit ↓ ▾

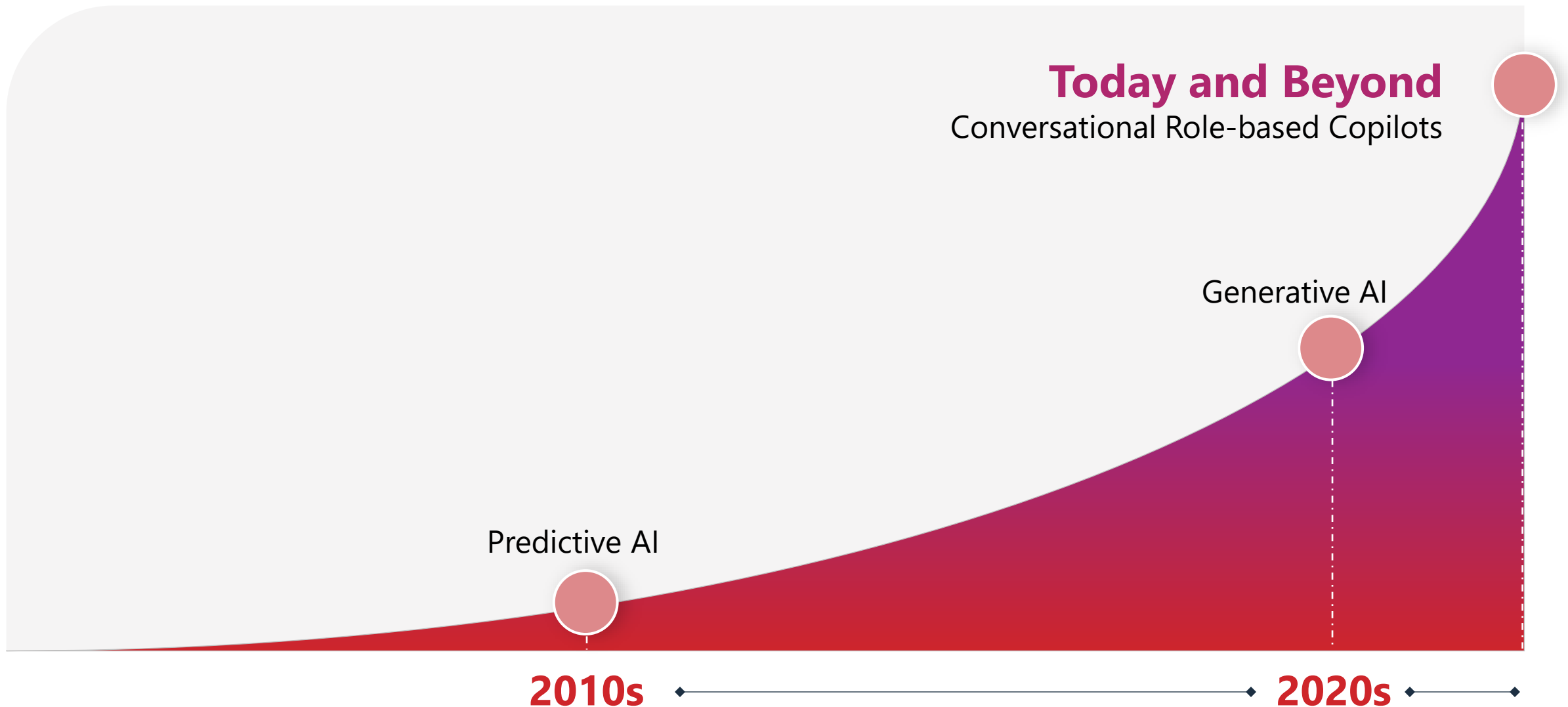
RM Dashboard

Phone Call for Berkin BOMBATEPE. Sam Billings	\$710.00
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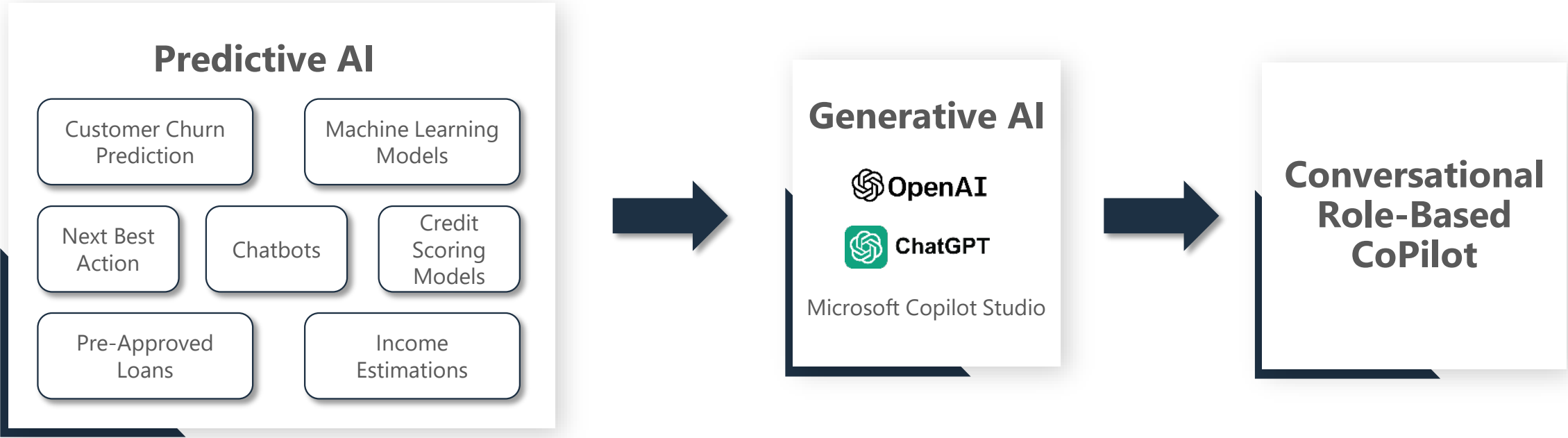
Phone Call for Berkin BOMBATEPE. Christy Coleman...

Intelligent Banking with AI: Opportunities





AI is not New: Evolution to Generative & Conversational AI



How We Are Using AI?



Face Recognition During Onboarding

Conversational AI During Chat Transactions

OCR During Onboarding & Document Capturing

Azure ML: During Next Best Action

Dynamics 365 Customer Insights to Detect Customer Behaviors

Next Best Action Embedded with Loan Models & CLTV

Solutions for Different Financial Roles – Copilots

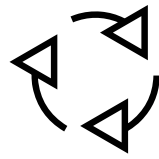
VeriPark Copilots Address Key Use Cases



Discover

Branch Managers

- New leads and opportunities
- Notifications on impending payments
- Conversation/meeting highlights



Automate

Mortgage Advisors, Operational Team Members

- Compliance standards and regulations
- Risk notifications
- Creditworthiness and loan document



Create

Relationship Managers, Sales and Marketing Professionals

- Personalized emails
- New project plans
- Professional marketing content

Copilot Functionalities

- ✓ Prioritization of Events
- ✓ Email Summarization
- ✓ Context Awareness
- ✓ Compliance to Bank Policies
- ✓ AI Enhanced Negotiation
- ✓ Competitor Dashboard
- ✓ Missing Documents Detection
- ✓ Email Content Generation
- ✓ Editing Content and Translation

VeriPark has developed bespoke Role-Based Copilots



**Retail
Relationship
Manager**



**Mortgage
Advisor**



**Corporate
Relationship
Manager**

- *Maturing Fixed Deposit*
- *Compliance Review*
- *Letter of Credit Drawdown Reminder*
- *Loan Amendment*

Why VeriPark?



Placing CX & UX at the Core of Digital Banking Transformation
Ready to Use Best Practices Implemented in 150+ Banks in 25 Years
Omni-channel & Connected Journeys across All Touchpoints via Open APIs

Accelerated Time-to-market to Reach Your Goals Faster
Guaranteed Go-Live Success and Customer Satisfaction
Managed Services as the Bridge between Customer and VeriPark

High Employee Adoption Rates to Ensure Success
Culture Transformation via End-to-end Change Management
Dedicated Consultancy Team of Former Banking Leaders

Higher Return on Investment Through Maximized Business Adoption
Lower Overall Cost Over A Five-year Period
Increased Cross-sell & Up-sell Capabilities

Early Access to Innovations and Cutting-Edge AI Technologies
Dedicated Support from Global Microsoft Teams
Direct Influence on Microsoft's Future Roadmaps

Questions?

Thank You!

How can we help you become an AI-first bank?
See how by booking a demo session of VeriPark AI in Action:

[Demo Request | VeriPark](#)