

Icon UK - MasterClass Series Summary

What are the takeaways from all this?

By implementing end-to-end digital processes, clients can reduce fraud significantly by preventing ID fraud from entering the system, safeguarding against any downstream attempts at passing off, and exaggeration from either employees or clients. And minimising such misrepresentation would have saved big time on PPI, all of this while simultaneously enabling faster and more customer convenient completion on onboarding, information requests, product insights, and service, and so on. Every business can achieve this quickly, not in the old 8 to 30 months, but in just 2 to 6.

The impact of smart platforms applied consistently to wealth management, auto finance, mortgages, and similar industries could be transformational. In relation to this series, focused on balancing customer acquisition, service and fraud management and high-value complex processes.

The three most important net net takeaways are-- buy configurable platforms, don't build, for your digital meeting capabilities; engage specialist providers with a range of flexible tools and experience; and re-humanise suitability to service processes, enabling both top line revenue creation and bottom line fraud avoidance.

Thank you for watching this business masterclass with Icon UK. Should you have any queries about how to realise your business potential and reduce fraud with advanced document and identity management solutions, please get in touch with us.