



ibml

Elevate Your Customer Onboarding. Boost Your Bottom Line.

Speed processes with
ibml Cloud Capture



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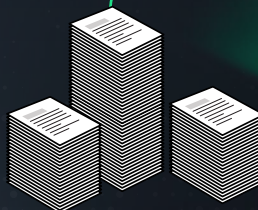
You only get one chance to make a great first impression.

So how come so many businesses today still employ tedious onboarding processes that shock and frustrate prospects? Nobody wants to fill out the same information dozens of times. Nobody wants to spend weeks waiting for a process to finish. Nobody wants to talk to customer reps who can't seem to access relevant information. Therefore, it's no wonder that many of these new prospective customers simply walk away before you've even finished the process.

At its best, customer onboarding is meant to be a smooth process that excites the customer about the prospect of partnering with a well-run business. Getting to this stage means adopting processes and technology to amplify your workforce efficiency and speed turnarounds.

The best way to achieve all of this?
A highly modern, cloud-native document management solution.

ibm's intelligent Cloud Capture provides the horsepower, cost-savings, flexibility, and visibility that your customer onboarding needs to reach the next level. Stop underwhelming potential customers and start putting your best foot forward – it's time to evolve.



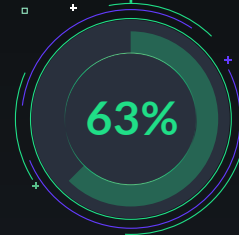
Accelerated Processes Are Winning Processes

Speed



Challenge

The speed of your customer onboarding procedures is limited by slow manual processes, multiple document delivery channels, and a hodgepodge of legacy systems. Sluggish onboarding doesn't just waste employee time and slow time-to-revenue, it also frustrates potential high-net-worth customers.



63% of customers say the onboarding experience is important to whether they buy in the first place.¹



Solution

Accelerate your customer onboarding processes with the ibml Cloud Capture platform. Streamline data from various sources of input and speed it directly into critical line-of-business applications. AI-powered technology extracts your customer information, sorts it, tags it, and then delivers it to downstream systems far faster than manual processes ever could. Limiting manual data entry ensures your onboarding teams can focus on the customer experience, instead, so that your most valuable customers feel seen and taken care of.

1. <https://www.wyzowl.com/customer-onboarding-statistics/>

Great Onboarding Doesn't Have to Be Expensive

Lower Costs



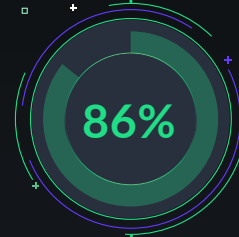
Challenge

Your onboarding costs are ballooning as your business grows. More labor and infrastructure are required to handle a higher influx of forms, urgent customer calls, and legacy systems. As sources of business input multiply, each with their own unique process, confusion begins to grow due to duplicated and overlapping information.



Solution

Consolidating all onboarding documents into a single cloud-native platform frees up cash flow, accelerates customer data downstream, and avoids duplication of effort across multiple channels. ibml's Cloud Capture technology cuts labor costs by using AI and machine learning to automate data extraction, validation, and delivery. Not only will your costs drop, your improved turnaround times and service will also breed customer loyalty.



of people say they'd be more likely to stay loyal to a business that invests in onboarding content that welcomes and educates them after they've bought.²

2. <https://www.wyzowl.com/customer-onboarding-statistics/>

Customer Data Shouldn't Be a Needle in a Haystack

Visibility



Challenge

Your customer service reps struggle to find customer data within your legacy systems. They must wade through multiple, siloed databases and even paper to find relevant documents and information while prospects wait and grow annoyed.



Solution

Eliminate your silos and accelerate your customer onboarding. ICC helps organize your customer data onto reliable cloud storage systems and makes management easier so your reps can find exactly what they need, when they need it, without the headache. Thanks to this cloud-native structure, ICC databases can be accessed securely from anywhere, allowing for more flexible work-from-home options for your reps.



of customers feel companies they buy from “could to better” at onboarding new users/customers.³

3. <https://www.wyzowl.com/customer-onboarding-statistics/>



Cut Spending, Not Corners



Challenge

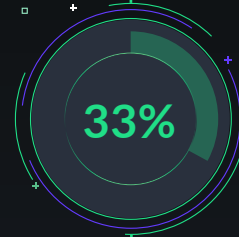
Your customer volume expands and shrinks on a cycle. Your current systems don't keep up with customer demand based on seasonal changes or market dynamics, hamstringing your reps with too much paperwork. At other times, you overspend on unnecessary infrastructure cost for storage and licensing.



Solution

Scale your systems instantly to match your needs, thanks to ibml Cloud Capture's cloud-native structure. From now on, you'll only pay for the document volumes you process without worrying about infrastructure or software licensing costs. No extra fees or wait time to scale! Additionally, ICC provides high security for your customer data while also allowing you easy access to it from anywhere.

Flexibility



of people consider switching companies immediately after poor service.⁴

4. <https://templatelab.com/american-express-study/>

High Security is a Non-negotiable

Security



Challenge

Your customers expect that their personally identifiable (PII) data will be safe in your hands, but with constant hacks these days, how safe is it really? With disparate processes and haphazard storage, it can be hard to ensure customer documents are truly protected. The risks associated with stolen data are high and besides hefty fines, it can also permanently destroy your business reputation.



Solution

Routing all customer information through a clear and simplified process into a highly secure storage system such as Microsoft Azure cloud strengthens the chain of custody and limits the data access to only authorized individuals. It also tightens auditing and offers automated tracking to provide much stronger compliance to regulatory bodies.

With greater control over documents, clients can rest assured, and you can sleep easy knowing your processes are compliant and protected to the highest degree. Only ibml Cloud Capture offers a streamlined document system from conception to archival that is cloud-native and securely accessible from everywhere. ICC also offers automatic, continuous security updates and a content repository that is always located on-premise or in a private cloud infrastructure, thus giving you full control over your data.





Turn Customer Onboarding into a Revenue Driver

Discover the true value of your onboarding. With ibml Cloud Capture, you can process and access more customer information, faster, and with greater automation. Best of all, ICC accomplishes all of this while lowering your labor, infrastructure, and storage costs. With ICC's easy implementation and integration, your business can quickly deploy a seamless, flexible solution at an affordable pay-as-you-go cost.

Get started today – your bottom line will thank you.

Contact an expert >

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