

Client Onboarding and Account Maintenance for Wealth Management

Remove complex, manual work and enhance initial customer and advisor experiences with end-to-end digital client onboarding and account maintenance processes.



A smooth initial customer experience has never been more important in the wealth management industry. Investors are moving from active to more passive funds, margins are shrinking, and new competition is emerging from robo-advisors and other competitors. Today, most onboarding and maintenance processes are overly reliant on manual steps and multiple back-and-forth cycles between customers and advisors, resulting in days (or even weeks) to be completed. The result is a poor client experience, decreased advisor productivity, and lost revenue.

Unqork's **Client Onboarding & Account Maintenance** solution helps firms streamline their onboarding and maintenance processes enabling faster revenue growth, lower cost, and reduced risk. Advisor-facing hubs help them guide new clients step-by-step through the onboarding process, from information-gathering (via customer-submitted information and ingestion for external sources) to suitability & product selection to finalization (via automatic document generation and e-signature functionality). Client journeys are personalized based on individual triggers such as sales channel, region, client preferences, account types, products, and applicable regulations. Client risk-tolerance can be automatically assessed with a configurable suitability engine based on regulatory guidance and country preferences. The solution also provides improved access to analytics to better understand customer behavior and preferences, leading to improved sales.

The result is a dramatic reduction in onboarding and maintenance event times, an enhanced client experience, and amplified advisor productivity. And because Unqork's platform is built for flexibility and speed, you can get up and running in weeks instead of months with a solution that's tailored for your business processes.

Key Benefits

- ✓ **Accelerated Time-to-Revenue:** Decrease account opening processes to achieve time-to-revenue.
- ✓ **Enhanced Client Experience:** Deliver custom experiences that decrease manual back-and-forths for the client.
- ✓ **Eliminated Manual Work:** Dramatically improve advisor productivity and minimize manual work.
- ✓ **Minimized Risk:** Reduce processing errors and improve regulatory compliance.
- ✓ **Reduced Cost:** Mitigate operational cost through process efficiency and scalability.
- ✓ **Improved Cross-Sell Revenue:** Improve client management and cross-sell opportunities through advanced analytics.



Key Capabilities



Digital End-to-End Workflow

Orchestrate dynamic workflows across client/party info collection, suitability, product selection, regulatory disclosures, document capture, & e-signature



Fully Customizable UX

Customizable experience to enable both digital high-touch advisor-led flows or client self-service through dynamic digital portals



Automated Data Validations

Enhanced controls through on the glass and back-end validation to eliminate NIGO and simplify case management for processing teams



Seamless Integrations

No-code integration layer interacts seamlessly with your current ecosystem and third-party providers enabling minimal human touch/manual processing and reduced risk & errors



Real-Time Status Reporting & Dashboards

Fully integrated backend dashboards that provide real-time status and ensure consistency of information between clients, advisors, and operations teams



Enterprise-Grade Security

Compatibility with single sign-on, multi-factor authentication and integration with entitlements system of record to preserve existing RBAC

SUCCESS STORY

A top-5 wealth management firm built a modern front-to-back office private wealth management platform in 24 weeks.

A top-5 wealth manager was saddled with expensive, high-touch processes for onboarding and servicing clients, which led to high costs and lowered advisor productivity. Seeking to create a richer client experience and digitize enterprise-wide operations, the firm used Unqork to develop an end-to-end digital solution for 12,000 financial advisors across 350 branch locations. The solution enabled next-generation advisor workstation capabilities, streamlined onboarding & maintenance, and enabled scalable back-office capabilities (e.g., ACATs). The solution is fully integrated with the manager's existing record-keeping systems, as well as third-party services such as SFDC, DocuSign, and PLAID.

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Number of weeks to go from idea to production

80%

Decrease in development resources compared to traditional development

85%

Acceleration in client onboarding times

40%

Reduction in operational costs

100%

Elimination of NIGO data



Unqork and the No-Code Revolution

No-code is a new class of cloud-based development platform that empowers organizations to rapidly build robust enterprise-grade software without writing a single line of code. Advanced no-code platforms such as Unqork come “out-of-the-box” (or out-of-the-virtual-SaaS-box) with all the toolsets and elements necessary to build and manage a robust application (e.g., front-end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they’re all components of the same unified platform, everything works together in instant harmony. With no-code, organizations can devote all their development resources to addressing business challenges instead of technical ones.

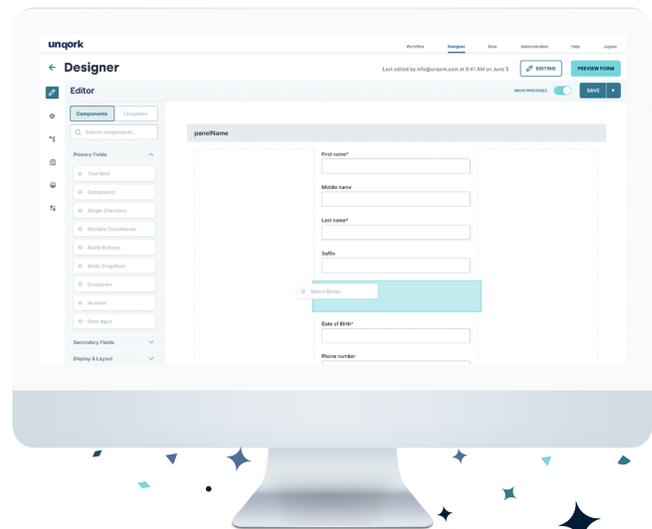
Also, by eliminating the need to write code from the building process, no-code expands the scope of who is doing the development. In a no-code platform, users (or **‘Creators’** as we refer to them at Unqork) build applications by drag-and-dropping configurable elements representing both user-facing features and back-end application logic. While modern programming languages (Java, Python, etc.) can take a year to learn and a decade to master, no-code can be picked up in **just a few weeks**, making development more collaborative and recruiting more flexible.

Unqork: the World's First Enterprise No-Code Application Platform

Unqork is specifically designed to address the challenges of the world’s most complex and regulated service environments, including **financial services, insurance, healthcare, and government**. We levy decades of industry-specific experience from our in-house experts to take on each sector’s most critical challenges.

Unqork has backing from some of the world’s most disciplined investors, including Goldman Sachs, Capital G, and BlackRock. Our technologies have been adopted by leading organizations, including Liberty Mutual, Marsh, Pacific Life, Goldman Sachs, and the city of New York, just to name a notable few.

Our clients can achieve unparalleled speed and flexibility in their development function while requiring a fraction of the resources. We can deliver these benefits through:



A Unified SaaS Platform

Unqork boasts dozens of components and capabilities related to **compliance** (up-to-date rules engines for FATCA, UK CDOT, Dodd-Frank, and more), **security** (native encryption, RBAC, and crowd-sourced penetration tests), and **application management** (SDLC governance, historic versioning, and module management).



A Visual UI

Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



Enterprise-Grade Standards

Unqork comes with enterprise-ready compliance (e.g., SOC2, GDPR, Privacy Shield compliant, etc.). We have complete security capabilities, including proprietary RBAC solutions, and we provide BCP and DR support for applications built on our platform.

Curious about no-code for your organization?

Get in touch to **schedule a demonstration** from one of our no-code experts.

Contact Us