

Deepen relationships & grow profitability

We make it easy for account holders to adopt additional products & account-related services on any device

Acquiring a new account is an opportunity to either forge a relationship or to lose money

What happens during the first 90 days is make or break. Stop relying on paper welcome kits and phone calls and move to a modern onboarding strategy. Turn new account holders into profitable, long-lasting relationships.



According to Javelin Strategy & Research, the combination of direct deposit, bill pay, and debit card usage predicts profitability. Users of these three services are significantly more profitable because they are 4x more likely to consider the institution for future financial needs. However, if account holders don't start using these services in the first few months, most likely, they never will.

Welcome new customers and members the right way and make it easier to adopt additional products and account-related services. Digital Onboarding can help you compete, win, and grow by turning account holders into engaged and profitable relationships.

GO PAPERLESS

Ditch paper welcome kits that are ineffective and difficult to track.

INCREASE ADOPTION

Motivate and engage new account openers to adopt account-related services.

DRIVE SATISFACTION

Provide account holders' with a personalized guide available anytime on any device.

TRACK PROGRESS

Track their progress to see the actions they have, and haven't taken towards adopting services within their new accounts.

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^{1.} Javelin Research, Convert 'Silent Attrition into Banking Engagement and Profits, 2015.