



PIP ■ PAYMENT INNOVATION PLATFORM

ONBOARDING SANDBOX



MAKING IT EASY TO DO BUSINESS

THE ONBOARDING EXPERIENCE IS THE FIRST IMPRESSION



After a long acquisition phase the handshake with the client is the starting point to do business together. However, there are still some hurdles in the way.

After finalising the complicated administration work, the **technical onboarding** of the client offers still too many opportunities for frustration. This comprises the connection of the corporate or correspondent-bank to the bank, the capability to exchange orders or account statements in the expected format and compliance with the defined processes. At this stage, **there is still a risk to shy off the client with a too complicated onboarding experience.**

While young and agile Fintech challenger banks put the user experience into the centre of their process, the technical onboarding is still an unaddressed challenge with many banks.

Once onboarded, the **existing clients suffer repeatedly the same costly experience** when innovation and standardisation efforts cause an **increased number of changes** within a short time.

The client's expectations are rapidly increasing with each best-of-breed experience.

Clients form an organisation that learns from experiences and industrialises the banking connectivity on their side. These organisations expect a transparent and well planned release management, central repository, as well as technical and business guidelines.

The **Incentage Onboarding Sandbox** not only facilitates the onboarding of new clients but also increases customer retention with a client experience that reduces manual workforce in testing and increases service quality by reducing operational errors.

SIMPLY A GREAT USER EXPERIENCE



Incentage's proven Onboarding Sandbox helps banks and other financial institutions to efficiently handle the collaboration with external counterparts, being a Fintech Developer, a Corporate Client in the GTB environment or a Correspondent Bank.

The capability to test, validate and simulate in a production near test environment assures **excellent quality of financial exchange** amongst each other.

The Incentage Onboarding Sandbox is a **24 / 7 / 365 self-service Sandbox**.

Minimising complexity the Onboarding Sandbox presents itself as a portal to the client.

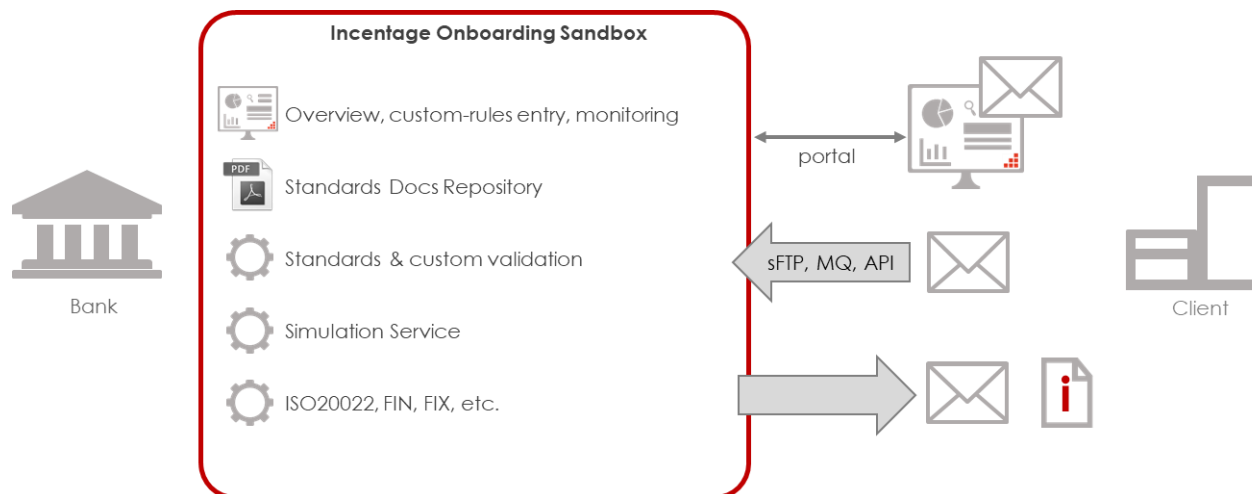
The portal offers a lot of functionality in a self-service manner. Not only can the client **validate** his payment orders against the bank specific rules.

Furthermore he gets a detailed feed-back about the quality. It is also possible to **trigger scenarios** resulting in instructions and statements being emitted towards the client's ERP or back-end systems.

End-to-end **processes can be simulated** covering the complete communication chain of payment cases such as credit transfers or salary payments including generated bank specific account statements.

The test exercise can be completed with a successful standard testcase used as a sign-off test.

With this kind of easy quality assurance the remaining production onboarding shrinks to a minor exercise.



ISO 20022

Being familiar with XML in general, the challenges of ISO 20022 based messages are often underestimated. This can result in an unnecessarily difficult onboarding. The Incentage Onboarding Sandbox facilitates this aspect with the possibility to offer preconfigured precise validation and test cases.

STANDARDS CO-EXISTENCE

Despite the short remaining live time of the FIN-MT payment messages the Incentage Onboarding Sandbox supports them in all details and enables the testing of co-existence phase as planned for CBPR+.

BENEFITS

- 1 FIN, ISO 20022 standards compliance.
- 2 Integrates RTGS directories.
- 3 Can grow over time and become the central source of truth for formats in the bank
- 4 Progress tracking of the client's onboarding process.
- 5 Monitor for general weaknesses of the bank's onboarding process.
- 6 Filter incoming messages to shield from unwanted data and keep the back-end systems stable and healthy.

CONTACT

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ABOUT INCENTAGE

Incentage is a global software product factory dedicated to the financial services industry. Our professionals combine innovative thinking with unrivalled technology and industry knowledge to offer our clients software that moves their organizations forward.

Through our collaborative and efficient approach, we help our clients successfully innovate, increase revenue, manage risk and regulatory change and reduce costs.

We serve our clients across the Americas, Europe, and Africa.

To learn more, visit our web site at www.incentage.com, or follow us on Twitter or LinkedIn.