

i-flex BPO's Banking Center of Excellence

i-flex® solutions is a world leader in providing IT solutions to the financial services industry. Its award-winning portfolio of solutions help financial institutions cut costs, respond rapidly to market needs, enhance customer service levels and mitigate risk.

i-flex BPO leverages our strong product portfolio and domain expertise in areas such as core banking, risk management and compliance, and investment management to deliver cost-effective BPO services to customers. Banking Center of Excellence offers benchmark services to customers at a fraction of their present costs.

i-flex BPO offers a range of voice, back-office and reporting processes for the banking vertical

KYC/Account Maintenance	Business Processing	Accounting & Reporting	Customer Service Contact Center
<ul style="list-style-type: none"> ■ Customer Credentials Verification ■ Imaging of Customer/Merchant Documents ■ Interdiction Database Mgmt. ■ Account Set-up ■ Account Updation ■ Resetting Passwords ■ Account Closure 	<ul style="list-style-type: none"> ■ Processing of SWIFT Payment and Exceptions Handling ■ Processing of Clearing Files ■ Processing of Instruction on Loyalty Programs ■ Investigation of Chargeback and Failed Payments 	<ul style="list-style-type: none"> ■ Reconciliation (Daily, Monthly, Quarterly, Annual) ■ Management Reporting ■ Financial Reporting ■ Investor Reporting ■ Regulatory Reporting ■ Analytics and Fraud Detection 	<ul style="list-style-type: none"> ■ 24x7 Support (Phone, Email and Chat) ■ Welcome Calls/E-mails to New Customers ■ Customer Queries ■ Partner Queries ■ Providing Account Info/Statements upon Verification ■ Complaint Handling ■ Taking Instructions for Loyalty Programs ■ Cross Selling ■ Collections ■ Customer Surveys
Cash Management & Clearing	Treasury Back-Office	Credit Administration	Retail Banking & Credit Cards

i-flex BPO provides the following benefits:

- Strong product portfolio including FLEXCUBE® (Ranked No. 1 Core Banking Solution for 2002-2006 by UK based International Banking Systems), among others
- Trained resource pool across retail, consumer, corporate and investment banking
- Minimized upfront investment due to variable cost model
- 30-50 percent savings on costs
- Capability to deliver out of multiple jurisdictions and operate near shore centers
- Fully hosted, globally deployed integrated workflow
- Manufacturing like work center and task visibility

The one-stop shop for outsourcing in banking, financial services and insurance domain

Connect with us: USA

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