

## Enhancing Customer Service and Preventing Fraud With Digitized Signatures and Streamlined Processes



### **The Business Challenge.**

Improve service to customers by shortening the time and improving the security involved in performing financial transactions.

### **The Solution.**

Unisys designed and implemented a customer-centric signature verification and inward check clearing system that houses the signatures of the bank's customers and employees across 3 south east Asian countries and enables seamless and secure check processing and clearing in a cost-competitive offshore location; modernized the architecture from a 2-tier client-server solution to an open and scalable 3-tier web-based solution built on Microsoft .Net.

### **Results and Benefits.**

- Enhanced service to customers
- Improved risk control
- Reduced operating costs
- Ensured regulatory compliance



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