

> fineeo FrontPoint

Empowers Front Office
with CRM selling capabilities

Entire bank & all products

FrontPoint is a centralized system built on a robust Business Process Management (BPM) framework, allowing for seamless customization of various banking products, including account openings, loans, deposits, and investment solutions

One-stop shop approach

With FrontPoint, you can effortlessly manage product applications directly from the interface. Our intuitive document creation wizards minimize errors and streamline business processes across departments, ensuring a smooth workflow

Front-office and CRM in one

What sets FrontPoint apart is its deep integration with CRM elements, enabling you to track leads through the entire sales funnel until the final transaction is completed. Additionally, it offers a suite of tools for enhanced customer interaction, such as chatbots and messaging capabilities, all accessible directly from the product interface

Introducing Fineeo's FrontPoint:
the next-generation front-office
banking solution designed to
enhance customer service across
all channels—whether in-person,
online, or through partner APIs

Enhanced Customer Satisfaction:

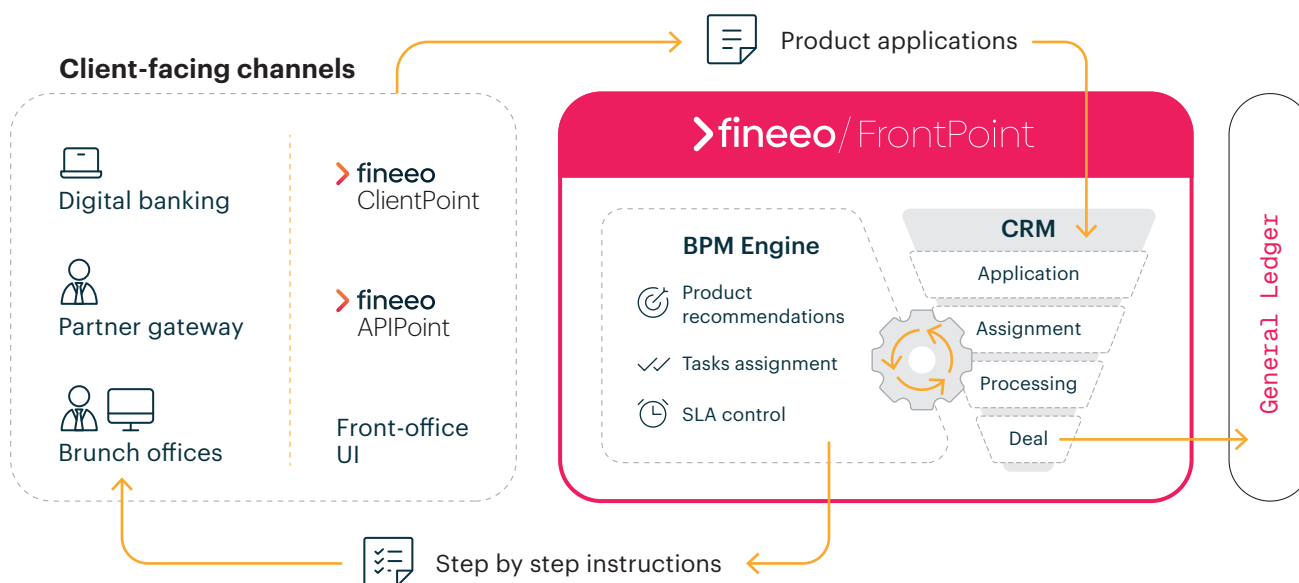
Fineeo FrontPoint minimizes unnecessary information requests and ensures that staff are well-informed at every stage of the process. It controls the questions and documents required from clients, improving transparency and communication

Reduced Lost Applications:

By monitoring regulatory timelines for each step in the product application process, Fineeo FrontPoint sends reminders if SLAs are breached and quickly reassigns tasks to available managers

Increased Sales Opportunities:

Fineeo FrontPoint identifies the client being served and suggests the most suitable product configurations based on their profile, providing staff with clear instructions on what to offer during interactions



Features

- 1 Enhance customer engagement with advanced segmentation capabilities that enable highly personalized and targeted service. Achieve a truly tailored customer experience with FrontPoint's sophisticated and powerful segmentation tools
- 2 Streamline lead management through smart automation, from lead creation and qualification to seamlessly implementing effective sales strategies for diverse banking products
- 3 APIPoint seamlessly integrates with various external partners via API, facilitating the efficient processing of incoming banking product applications. Easily configure it for both manual and fully automated transaction handling to perfectly suit your operational needs
- 4 FrontPoint's advanced tracking features continuously monitor the status of banking product requests. Receive instant automatic notifications as regulatory deadlines approach, ensuring timely and efficient follow-up by responsible personnel
- 5 Generate detailed and comprehensive reports to closely monitor application processing timelines. Gain full visibility into each stage of document handling across various departments and individual staff members, ensuring accountability and efficiency
- 6 FrontPoint's centralized knowledge base. This repository of documentation and materials ensures easy access to vital information, preserving competencies even as staff transitions occur

Modules



Fineeo Mobile App: A mobile application designed for bank employees working outside the office, featuring a mobile web portal adapted for easy access



Fineeo Biometric Module: A module for client identification and authentication using facial biometrics, applicable in both digital channels and bank branches. The module is compatible with different biometric vendors and government identification services



Fineeo CryptoModule: A module ensuring legal compliance and information security for all transactions, usable in both client interactions and internal banking processes

Fineeo's suite of digital platform solutions, and services including

Fintech Solutions

/ Turnkey Digital/
Neobank
/ Fintech Platform
/ FrontPoint (CRM)
/ ClientPoint | web/app
/ APIPoint
/ CoreForge (GL)

Services

— Outsourcing
— Outstaffing
— UX / UI

All Industries

/ Digital Platform
/ API ProcessFlow

Vendor Independence: Freedom to choose without being locked into a single vendor's ecosystem

Rapid Team Onboarding: Get up and running quickly with our intuitive platform

Expert Consulting Services: Benefit from our deep industry expertise and guidance

Long-Term Partnership Focus: We're committed to success, now and in the future

17+ | years in
the market

150 | our
professionals

60 | our great
clients

Contact us today to discover how we can transform your customer experience and drive business growth