BANKING

Any of this sound familiar?

> "We have a passion for customer experience and the MATS applications have been a big part of supporting our technology strategy and investment programme. We've taken advantage of the latest technology innovations to be at the forefront in supporting our members across the Society."
>
> **Head of Development for Retail Products at Nationwide**

PUTTING THE CUSTOMER AT THE CENTRE IS DIFFICULT

Ideally, you'd want to be able to get an overview of each customer and each and every product they have with you. See it all at once – savings, credit cards, mortgages. Does their spouse bank with you? Children? How long have they been with you? Are they a 'good' customer? Getting an overview of the 'customer journey' – understanding each customer's relationship with you as an institution, rather than individual products, is not as easy as it should be. People assume this is how it works, but it isn't, because it's difficult to get all your disparate old and new systems to cooperate.

YOU HAVE DIFFERENT SYSTEMS FOR EVERY FUNCTION

Core banking, savings, mortgages, credit cards – every system is constructed slightly differently, with different priorities and pros and cons. It's not always easy to get a complete picture of a customer and all the products they have with you.

LACK OF INTEGRATION MEANS SYSTEMS DON'T TALK TO EACH OTHER

Each system tends to function quite separately from the others. You have old or 'legacy' systems, left over from your earlier days of digitisation, and some more sophisticated newer ones. You may be able to get them to work with each other when you need to, but it could certainly be slicker.

YOU'VE HAD SYSTEMS BUILT, BUT THEY DON'T DO WHAT THEY PROMISED

Getting back end systems to match the front end is not as simple as it sounds. Maybe you had a completely bespoke system designed to integrate all of your point solutions. It took longer and cost more than you thought it would, and probably doesn't work as well as it should. Or maybe you used some 'off the shelf' packages, modified to be what you need. Except they're not doing the job either, despite the countless workarounds that are in place.

TOO MANY POINT SOLUTIONS, SPREADSHEETS AND WORKAROUNDS

Spreadsheets and email are useful tools, but using them to manage complex processes can get pretty messy. One of the main problems is that it's all down to that one person. If they're not around or busy elsewhere, issues can arise and no one is aware of it.

WHAT IF THERE WAS ANOTHER WAY?

- One platform that works in harmony to enhance and extend your existing infrastructure.

- Rapidly build applications that knit together legacy systems into compelling end-to-end, user journeys.

- Integrate your discrete systems, allowing both you and your customers to see everything they need to at once, without the need for niche point solutions and workarounds.

- An easily changeable, digital business platform that you can tailor to build the applications you really need, using a drag-and-drop interface.

This is Low-code. Digital process automation and multiple applications on one platform, built around what you need, right now. One platform that will process and manage your data, and integrate with legacy systems across your whole business.

As well as connecting people, processes, applications, offices and devices, it will help you provide a consistent and engaging customer experience, while you increase efficiency and reduce costs.

MATS®

There's so much more to MATS –
see a demo today.
www.matssoft.com/request-demo

Or call us on **+44 (0) 330 363 0300**

❯ About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap – the gap between the people who know what they want to improve, and the coders who make it happen. We set out to create a new kind of process improvement platform – one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Santander, Thomas Cook, Barclaycard, RBS, GOV.UK and HM Coastguard.

Find out more at **www.matssoft.com**