

WEBSHARE: A SELF-SERVICE GATEWAY TO THE FUTURE OF CONTENT & INFORMATION MANAGEMENT

As financial institutions continually search for the latest technologies to engage with account holders, self-service automation proves to be a necessity rather than a nicety. WebShare provides remote access capabilities within FASTdocs, Alogent's enterprise content and information management platform (ECM/EIM). Empower users and employees with 24/7, on-demand accessibility to data and account documentation in a centralized location. With WebShare, make engaging with customers or members easy through secure, two-way, web or digital channels whenever convenient.

THE IMPORTANCE OF SELF-SERVICE



KMWorld's 2019 "Best Practices in Enterprise Content Management," 75% of ECM users claim productivity suffers because they cannot find information needed to do their job.



Accenture's 2019 "Global Financial Services Consumer Study" found over half of survey respondents desire a true omni-channel experience and prefer to manage document-related tasks at their discretion, whether digitally or in-branch.

THE CORNERSTONE OF A STRONG DIGITAL ECOSYSTEM



Boost efficiency, optimize processes, and deliver a competitive and engaging user experience with WebShare. Designed with bank and credit union best practices in mind, WebShare keeps account holder data secure, with reliable, easy-to-navigate interfaces for information exchange. Its permission-based access translates into simple interactions, promoting self-service, automation, and reducing paper-based workflows.

With its eDelivery functionality, WebShare's paperless statement notification service saves FIs time and money on printing, postage, and staff resources. Users can manage preferences at their discretion, without involving anyone at the FI in the process. Custom content alerts keep account holders up-to-date, allowing them to interact with staff safely from the comfort of their own home or device.

BETTER ENGAGE WITH ACCOUNT HOLDERS

WebShare empowers financial institutions to fortify engagement and institutional loyalty through digital banking channels, eliminating the need to visit the branch for simple document exchanges or signature requirements. For these efforts, account holders need to look no further than their smartphone or tablet.

Render total convenience by providing a gateway to selectively view, update or manage sensitive documents securely, while eliminating worries over lost emails, faxes, or additional sets of login credentials. WebShare creates a faster, more personalized user experience, building a sense of trust and confidence among account holders through self-service engagements, while streamlining organizational efficiencies.

