



# GRM

## Meet the Increasing Challenges of Financial Institutions

Whether driven by the necessity to streamline core processes such as lending or account opening, improve the quality of customer interactions, or to fulfill compliance mandates, GRM can provide the world class solution you need.

### Increase Customer Loyalty, Reduce Costs & Enhance Revenues in Every Department

#### Lines of Business

- Identify more cross-sell opportunities through streamlined workflow and improved collaboration
- Provide faster, lower cost service and increase customer satisfaction
- Identify suspicious activity for fraud detection and improve loss prevention ratios
- Reduce the volume of paper and lost or misfiled documents

#### Branches & Call Centers

- Provide a consistent level of service across all lines of business by integrating documents, records and back-office systems
- Lower costs by reducing the time and effort required for document search and retrieval
- Increase customer retention and satisfaction by providing more first call resolution

#### Legal & Compliance

- Cost-effectively protect the confidentiality and integrity of key paper and electronic documents
- Implement and enforce standards for complying with governmentally required regulations
- Reduce the risk of litigation
- Manage the cost of compliance and meeting legal needs

#### Information Technology

- Control the costs of document storage and archival
- Support strategic initiatives to improve client service and response time
- Provide disaster recovery for critical documents and records
- Ensure the security and confidentiality of client and case records

#### Human Resources

- Control the rising costs of managing HR, benefits and compliance
- Improve the timeliness, accuracy and effectiveness of decision-making and reporting
- Monitor staff practices for compliance
- Accomplish more with fewer resources