



CHANNEL MANAGEMENT

Remote Payments & Services

Intelligence Management consultants provide complete support from strategy, to product development, execution and management of payment and delivery channels business streams.

DISCOVERING MOBILITY VALUE



Evolution of consumer market requires organizations to respond and achieve sustainable competitive advantage by focusing and improving each of their business areas and operations. Payments and delivery channels are nowadays turning as basic utilities and service differentiation factors in present day consumer finance/banking business.

Alternate delivery channels or branchless banking services are now equipped with new technologies enabling organizations to meet their customers' account management, remittance and payments needs. These channels include ATMs, CDMs, POS, Internet, Mobility devices, IVR/ Contact Centers, Cards, Merchant/Service partners and Cellular networks.

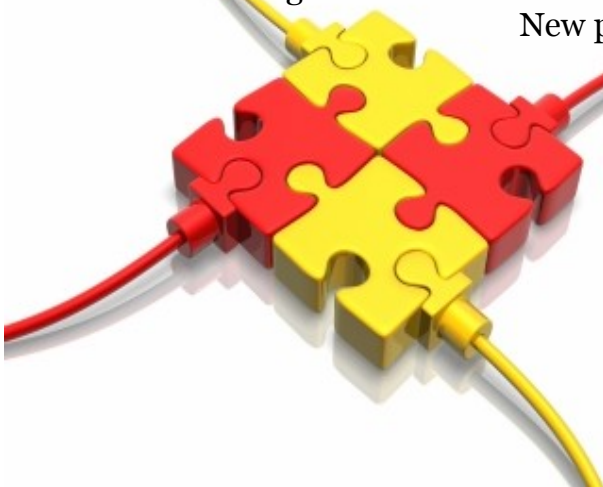


SERVICE DIFFERENTIATION

Large branch operations network is no more a necessity in building greater volumes of transactions, interactions, accounts or customers. Intelligence management consultants help clients in exploring new business streams and enabling existing business models with new technologies and processes offering branchless and remote banking services to their customers.

New payment and delivery channel services provide:

- **Convenience** for the regular transactions
- Improved Customer **Experience**
- **Reduced Cost** - With lower operational expenses and transaction cost.
- **Penetration** into the Untapped segments i.e. servicing the unbanked
- Support in acquiring low cost **Deposits**
- Accelerated **Growth**
- **Profitable streams** of transaction servicing



PROVEN TRACK RECORD

Channel management consulting services are overseen by team of professionals including consultants having extensive hand-on implementation, management and advisory experiences in banking, telecom and information technology industries.

Our experts have proven track record in establishing and managing successful and innovative payments and service delivery networks/ businesses in North America, Asia and African markets. They have established new payment services and Alternate Delivery Channels for large international banks and telecom companies.



HOW DO WE DO IT?

Intelligence Management Consultants work with clients and help them in building and improving consumer payments and channel management business by:

Conducting in-depth **study of current business** including:

- Identifying gaps/competitive analysis
- Current products and target market
- Customer satisfaction levels
- Current processes & policies/controls
- Risk and compliance
- Cost benefit analysis

Defining comprehensive **strategy with action plan**

Strategic guidance, including financial modeling and business planning

- Technology — Expert guidance to integrate platforms and meeting requirements
- Project management assistance — Ensuring strategy implementation
- Customer uptake — Helping with market research, product development, pricing structures, and effective marketing in creating rapid customer uptake
- Operational excellence — Guidance to figure out the nuts and bolts of efficient channel management by improving infrastructure, agents/ merchants operation and self service touch points.



Effective and comprehensive strategy!