Asseco ABP
Advisory Banking Platform.

The Asseco Advisory Banking Platform is a cutting edge system dedicated to helping bank employees support their customers, whose needs and preferences are shifting rapidly in today's modern world. The platform's core solution is based on a workflow engine that supports the omnichannel strategy. It is an innovative concept of mini applications that are available through traditional workstations as well as via mobile devices and can be adjusted to the specific needs of different bank employees. The ABP solution improves the quality of service provided and is a key element of a bank's competitive advantage.

Featured functionalities:

Omnichannel.

The Asseco ABP is fully consistent with the omnichannel strategy and delivers the consistent experience of "banking" regardless of the channel being used. The bank's employee receives a tool that enables him to help the customer regardless of whether the transaction/application was initiated via internet banking, mobile banking, through a contact centre or in a branch. The customer selects the most convenient time and channel to conduct a banking operation, while a bank employee is constantly ready and available to help and guide in case of any problems. The ABP is suitable for all bank employees, branch advisors, contact centre agents as well as mobile advisors.

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Technology to improve branches.

The Asseco ABP takes advantage of the latest technology to improve the service offered in branches. A built-in intelligent automated queuing system uses Beacon technology to automatically recognise a customer that has entered a branch and then assigns him to a dedicated advisor. The ABP system also supports customer-facing terminals, which support the advisor in the sales and services process by presenting information dedicated for that customer – such as, for example, a product simulation. The Asseco ABP is the perfect tool for any bank planning a branch digitalisation.

Customer information hub.

The Asseco ABP is a front-end system that delivers aggregated information about customers in accordance to CRM strategy. Bank employees receive a powerful tool that presents a clear overview of the customer, the state of their finances, the products they possess and a history of their banking interactions. Taking into account all this information an advisor can easily adjust the level of communication to the type of customer he is servicing. The ABP system provides the advisor with functionalities to conduct both cash and noncash transactions as well as being able to conduct product orders.

Automation of processes.

The workflow engine applied in the Asseco ABP is fully compliant with the BPMN 2.0 standard, and it includes also a form editor. Both tools enable the bank to define and modify its business processes using a simple graphical interface with a drag and drop mechanism. Automation The automation of recurring steps improves greatly improves the efficiency of an advisors. System The system reminds the user of all the important details like such as mandatory data or the sequence of required actions allowing him to focus on things that really matter, thus giving a high quality of customer service.

Business advantages:

- one coherent system for branch advisors, contact centre agents and mobile advisors
- sales and service support based on cutting edge technologies
- easy adjustment of functionalities and business processes based on the bank's needs and preferences
- swift implementation

Technology stack.

Programming language and frameworks:	AngularJS, Ionic framework, Spring Framework
Application servers:	JBoss, IBM WebSphere, Oracle WebLogic
Database:	Oracle Database 11/12
Security:	JSON Web Token
Supported internet browsers:	Chrome, Firefox, Internet Explorer, Microsoft Edge, Safari