

Spotlight

FINANCIAL SERVICES

Mobility - Changing the Face of Financial Services

The financial services industry is reinventing itself, and consumers' attitudes toward mobile technology are a big reason why.

Since 2010, innovative and fast-moving FinTech companies have poured \$50 billion into everything from mobile payments to insurance. These digital disrupters are tapping into the "liquid expectations" of customers who compare banks to the no-friction mobile services and products they receive from other sectors (i.e., Amazon, Uber etc.) - and find banks lacking.

Vox Mobile is helping financial services companies keep up with disrupters by taking mobile way beyond the basics of mobile banking, bill pay, deposit and P2P payments.

Leading banking organizations have partnered with Vox Mobile to reduce the physical space of the traditional branch model - taking banking services to where the people are. They do this by arming a new mobile workforce with tablets in hand to serve customers in airports, grocery stores, office buildings, etc. With the ability for consumers to shop for loans and receive financial planning services online, Vox Mobile is also helping financial services organizations plan and manage IT architectures that must interact with anyone, anywhere via mobile B2C, B2B and BYOD connections - in a highly secure environment.

Vox Mobile is on top of exciting mobility trends helping innovation-minded financial services companies achieve impressive new ways to generate new sources of revenue and engage customers through a wide range of channels.

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Fortune 500 Insurance Group

Complete Mobility Management Services to support a 24/7, mobile business.

Challenge:

Insurance is a 24/7, mobile business. This industry leader's mobile workforce relies on a wide variety of mobile devices for servicing customers, selling, adjusting, and conducting timely inspections. The company needed to ensure its mobile professionals are equipped at all times with the right tools and access to the right information delivered in a highly secure and reliable environment.

Vox Mobile Solution:

The insurance group turned to Vox Mobile to engage all aspects of our complete enterprise mobility management offering including device deployment and ongoing end-user support and help-desk. The Vox Encompass platform provides the insights required for timely problem resolution which has driven efficiencies and improved the mobile user experience.

Insights:

Delivering a superior user experience, Vox Mobile was able to inspire mobile solutions adoption with the insurance company's older more reluctant users.

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Oregon based financial holding company.

Consolidated EMM technologies after acquisitions and increased user satisfaction.

Challenge:

As a result of several acquisitions, this large financial institution was supporting three different EMM platforms. The IT staff was challenged staying current with EMM software updates and thus end user satisfaction suffered considerably.

Vox Mobile Solution:

The financial institution engaged Vox Mobile's administrative services to support the current, multi-EMM environment. Leveraging the decade of experience the Vox Mobile team has in supporting all the Gartner recommended EMM platforms, the institution was able to address its immediate support needs and get assistance in selecting one platform for its go forward plan.

Insights:

Vox Mobile was able to increase employee satisfaction by achieving a 93% first call resolution support level. And after helping the firm standardize on a single EMM platform, the financial company was able to reduce its hardware and software costs.