



hp nimius

even more
then before

e-customer
care

investment protection and scalability

- Compatibility and integration with legacy applications, HP Nimius business modules, and third-party applications
- Accommodates new channels
- Easily customized

customer loyalty and retention

- Comprehensive and easy to use
- Enhance customer service
- Customizable functions (e.g., alerts, messaging, background, shortcuts)

security

- Low-cost encrypted channel for interactions
- Locking of contracts and accounts

features

- Profiling
- Messaging
- Personalization
- Secure channel for interactions
- Account requests and ordering

hp e-customer care—giving the personal touch to online banking

HP Nimius E-Customer Care delivers a personalized online banking experience to end users. As a solution that electronically enables your financial institution to analyze customers' needs, it offers end users the convenience of face-to-face and phone banking, while providing you with profile information that enables customization and basic one-to-one marketing. E-Customer Care allows you to maintain an open and secure channel during customer interactions, and automatically routes administrative matters, customer inquiries, and orders to the responsible parties within your organization.

building customer loyalty and retention

As a CRM tool, E-Customer Care delivers customized capabilities that strengthen customer loyalty and retention. Personalization for financial institutions includes the ability to:

- Provide a specific background for end users with the Personal Finance Desktop (PFD) client interface
- Send personalized messages and advertising based upon customer profiles
- Provide alerts formulated upon customer requests

Personalization for end users includes the ability to:

- Customize client interfaces to provide specific alerts
- Define shortcuts by customizing templates that enable activity such as repeated uploads and downloads of account payment files
- Save account statements as personal computer files

expandable solution

As an easily integrated and customizable solution, E-Customer Care guarantees investment protection by allowing you to rapidly expand your services and leverage other HP Nimius business modules and third-party solutions at minimal cost.

Applications are fully compatible with a variety of platforms including Microsoft® Windows®, Apple Macintosh, and HP-UX.

customer care without compromise

profiling

- Personalized advertisements for one-to-one marketing
- Customer surveys

messaging

- Personalized or general message of the day displayed at login
- Two-way messaging:
 - Enables the exchange of basic text messages between the end user and the financial institution over a secure, encrypted channel and at a low cost
- Alerting
- Standardized feedback forms

personalization

- Basic configuration based on customer profile
Includes default folders for payments, default trading accounts and deposits, trading parameters
- Customized desktop for PFD client (e.g., background, shortcuts, window allocation)
- Change password
- Electronic customer advisor

additional functionalities

- Open an account/deposit:
Within the legal boundaries, the client can order the opening of an account based on an existing contract
- Lock contract for security reasons
- Order account and other statements
- Order publications, payment slips, and checks
- Context-sensitive online help functions

banking on the hp nimius solution

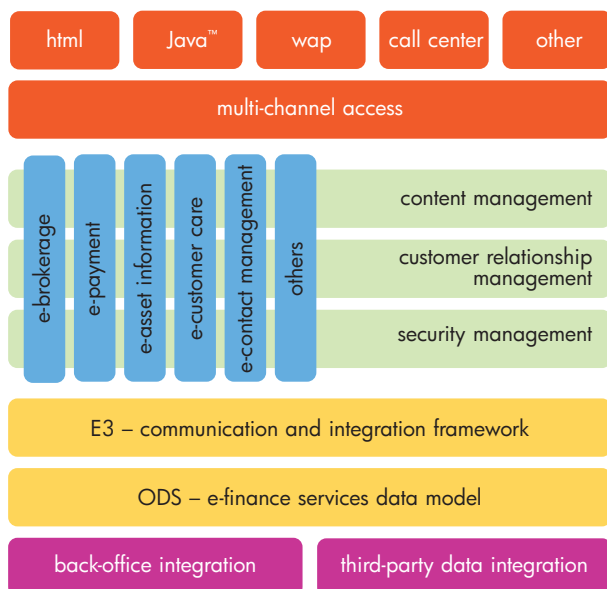
When you choose the HP Nimius platform, you're opting for a reliable technology with a proven performance record. In installations throughout Europe, HP has delivered its solutions with a high degree of functionality and security to meet the needs of its customers and their end users. By providing easily customized e-banking applications, the HP Nimius platform offers a quick time-to-market. As a scalable and integratable solution, it guarantees your ability to expand well into the future as your financial institution grows to encompass new channels, functionality, and target markets.

putting the pieces together

The E-Customer Care solution provides your financial institution with an easy-to-use, comprehensive, and powerful tool that provides CRM capability essential to your success in the online financial services marketplace. With built-in support for basic one-to-one marketing capabilities, a sophisticated information exchange, and customizable functions, E-Customer Care allows you to differentiate your services from the competition.

system requirements

Application server: HP-UX 11
Others available upon request



The diagram on the left illustrates E-Customer Care as part of the HP Nimius solution platform. Please refer to the HP Nimius solution overview and other Nimius solution component datasheets for more information.

license information

HP Nimius business modules are licensed on an "application-specific basis," and may be used only in conjunction with the HP interfaces (Personal Finance Desktop (PFD), HTML, and/or wireless devices client); the HP E-Services Engine, E3; and applications that integrate into the predefined E3 data repository.

To obtain support for HP Nimius business modules, the related HP support options must be purchased.

HP e-solutions division
HP Nimius marketing

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