

Customer Onboarding Application

Introduction:

The client is in the business of providing compliance solutions tailored to companies from various industries. They ensure businesses get over compliance related challenges, meet the mandatory regulatory standards and mitigate risks. They were struggling with a manual onboarding process that was cumbersome and prone to errors, affecting their efficiency. We assessed their needs and built an automated customer onboarding platform. It helped them streamline customer screening, KYC verification, risk management and customer management.

Client Details:

Name: Confidential | **Location:** UAE | **Industry:** Software |

Technologies:

- Frontend: ReactJS, Redux, Tailwind
- Backend: Laravel, MySQL, JWT, REST API
- Cloud Infrastructure: AWS, S3, CloudFront, CI/CD
- Third-Party Integration: KYC6
- Additional Technologies: Stancl Multi-tenancy, Spatie Roles and Permissions, Scramble, Telescope

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Project Description:

Our customer onboarding platform is designed to revolutionize the way businesses acquire and manage customers. By automating key processes, including screening, KYC verification, risk management, and customer management, it offers a secure and efficient experience for both the businesses and their customers.

Key Features:

- **Automated Screening and KYC:**

Leveraging advanced technology, including KYC6 integration, to conduct thorough background checks and verify customer identities, ensuring compliance with regulatory requirements.

- **Robust Risk Management:**

Risk management algorithms assess customer profiles and identify potential risks, enabling businesses to make informed decisions and mitigate potential liabilities.

- **Multi-Tenancy Architecture:**

Supports a multi-tenancy model, allowing businesses to create and manage multiple tenant environments, ensuring data privacy and security.

- **Granular Access Control:**

The role-based access control system provides fine-grained permissions, ensuring that only authorized individuals can access sensitive customer data.

- **Case Management:**

The platform includes a comprehensive case management system for tracking and resolving customer-related cases, improving customer satisfaction and compliance.

Benefits:

- **Enhanced Efficiency:**

Automation of key processes reduces manual effort and accelerates onboarding times.

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- **Improved Security:**

Robust security measures protect customer data and ensure compliance with regulatory standards.

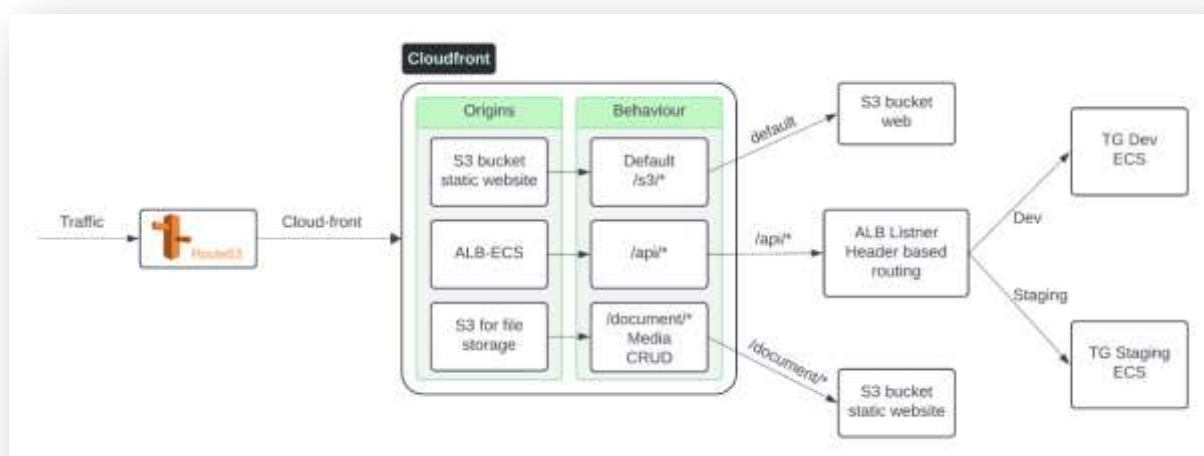
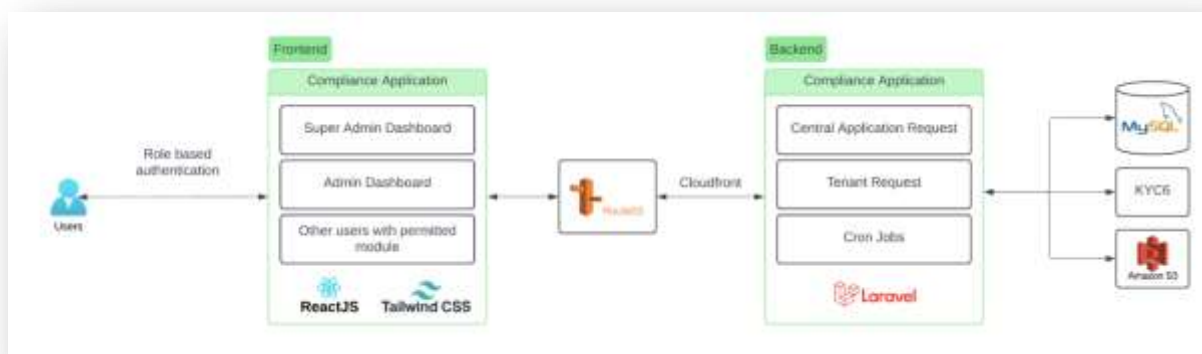
- **Enhanced Customer Experience:**

A streamlined onboarding process provides a positive and efficient experience for customers.

- **Reduced Costs:**

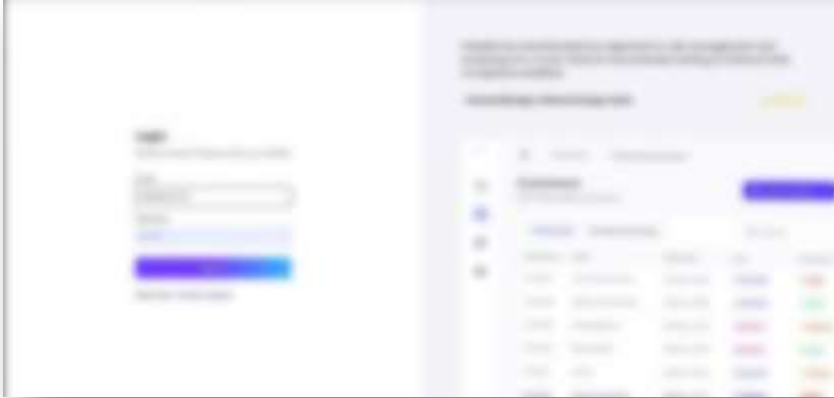
By automating tasks, businesses can reduce operational costs and improve overall efficiency.

Architecture Diagram:

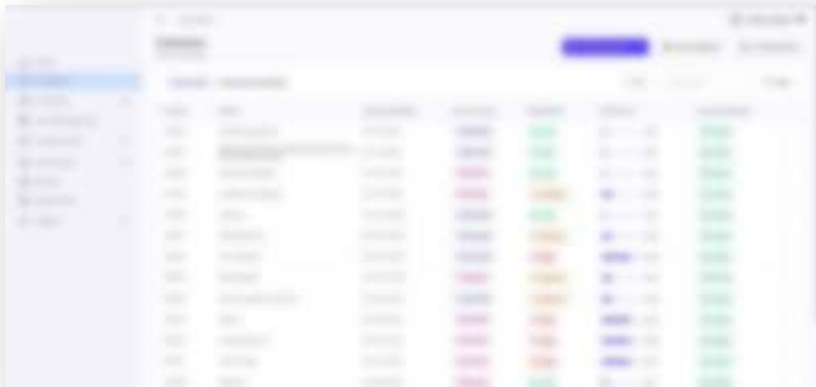


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Screenshots:



Customer Onboarding Application



This screenshot shows a data table with a sidebar on the left. The table has several columns, including a primary key column with a blue highlight. The data rows contain various alphanumeric values, and some cells are highlighted in green, yellow, or red, likely representing different status levels.



This screenshot displays a form or detail view. It features a sidebar on the left and a main content area with several input fields and a search bar. The form is used for entering or editing data related to the application.



This screenshot shows another view of a data table, similar to the first one. It includes a sidebar and a table with multiple columns. The data is organized in rows, and some cells are highlighted in green, yellow, or red, indicating different states or categories.

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Conclusion:

The customer onboarding platform can help businesses streamline their operations and improve customer satisfaction. Through the integration of advanced technologies and a user-friendly interface, the solution delivers both efficiency and security, ensuring a seamless onboarding process.