



**CROSSVALE™**  
IMPROVE. AUTOMATE. DELIVER.

## Integrated **Customer Experience Manager**

The Crossvale ICEM product offers a solution to the multichannel ticketing and issues challenge faced by most financial institutions today.

Do you face any of the following challenges when providing superb online customer service?

- Inefficient handling of trouble tickets?
- Inconsistent handling of customer issues?
- Less than stellar handling of customer complaints?
- Cost of compliance is too high?
- Cost of existing systems is too high?

- ✓ Multi-Channel Access
- ✓ Mobile, Branch, VRU, etc
- ✓ Improved Customer Experience
- ✓ Regulatory Compliance Auditability
- ✓ Traceability
- ✓ Reporting
- ✓ Customizable Business Rules
- ✓ Automation of Human Tasks
- ✓ On-Prem/In-Cloud/Hybrid

## Why **Crossvale ICEM?**

The Integrated Customer Experience Management (ICEM) Platform is designed for Financial Institutions facing these issues.

With ICEM you can:

- ✓ Meet or beat regulatory SLAs
- ✓ Trace tickets, groups and individual staff
- ✓ Realize process improvements
- ✓ Replace existing technology

 **software** AG

**webMethods™** - Unified BPMS and Integration to automate manage and monitor enterprise processes.

**Aris™** - Design, publish, analyze and optimize processes.

**Terracotta™** - Big data and big memory for real-time fraud detection, customer service integration and concurrent processing.

"Crossvale's staff was **instrumental** in the architecture, design and implementation of our Loan Origination Application system."

-Mike K., SVP  
Top 50 USA Bank

## Crossvale **Customers** Include:

 **accenture**

**BNSF**  
RAILWAY



**BBVA** Compass

  
SEPHORA

  
**UMPQUA**  
B · A · N · K

  
**IRS**

Get in Touch