

The V3locity Digital Engagement Suite

The V3locity Digital Engagement Suite provides the user, device, and channel-specific experiences necessary for benefit and investment providers to be competitive.

BENEFITS

Meet Current User Experience Expectations

Increase customer satisfaction levels by providing the personalized, responsive, channel and device-specific user experiences that financial services consumers expect.

Streamline Your Operations

Enable increased rates of self-service and straight-through processing by making your digital experiences the preferred ones for your customers and other constituents.

Prepare for a Hyper-Personalized Future

V3locity Digital Engagement Suite will provide analytics-driven, personalized experiences that go beyond user experience design and into the realm of proactive, individualized advice, service, marketing, and product offers to further increase satisfaction and conversion rates.

BUSINESS CHALLENGE

Financial services consumers, from younger generations to Baby Boomers, expect robust digital engagement capabilities from their financial services providers. Nearly 80% of U.S. households now use digital, omni-channel banking, with very limited use of physical bank branches. They expect convenience and a similar level of service from their insurance, retirement, and investment providers, using the channels and devices of their choice.

Vitech's insurance, retirement, and investment clients have made progress with their digital experience capabilities but need to increase engagement to be competitive over the long term. Engagement increases with higher levels of straight-through processing, personalization, electronic forms and signatures, and natural language processing.

THE V3LOCITY DIGITAL ENGAGEMENT SUITE

Benefit and investment providers need modern, flexible, pre-integrated technology components to provide an effortless experience to all their constituents – internal users, employer customers, employee customers, members, participants, brokers, investors, and health providers.

The V3locity Digital Engagement Suite provides channel and device-specific personalized experiences for all the above user types through a combination of responsive/adaptive user design practices, full accessibility (WCAG 2.1), extensive visual configuration capabilities, and flexible branding and theming support. Because these digital experiences use business rules and logic defined in V3locity's CoreAdmin services, they offer the straight-through processing capabilities necessary to make all communications, inquiries, updates, transactions, and analytics activities seamless.

Each constituent type enjoys a user experience specific to them but using the same underlying, real-time data. Line of business users at the benefits provider also use the same data, creating real-time data consistency across all user, device, request, and transaction types.

Digital experiences are data-driven, responsive/adaptive by using the industry-standard REACT user experience framework, and analytics-augmented to ensure that each experience is personalized using configurable business rules as well as individuals' preferences. Experiences and components are designed to take advantage of cloud-native elasticity. This includes important, experience-enriching capabilities like real-time data streams and full, elastic indexing and search capabilities.

EMPLOYER SELF-SERVICE HOME

EMPLOYER SELF-SERVICE ACCOUNTS

ABOUT VITECH

Vitech is a global provider of cloud-based benefit and investment administration software. We help our clients expand their offerings and capabilities, streamline their operations, gain analytical insights, and transform their engagement models. Vitech employs over 1,200 professionals serving over 100 of the world's most successful insurance, retirement and investment organizations. For more information, please visit our website at www.vitechinc.com or contact us at info@vitechinc.com.