



Reduce manual intervention at onboarding with PassFort

PassFort is a SaaS solution that enables you to digitise your risk and compliance processes, reducing the amount of manual intervention needed to onboard new customers.

Financial services firms can achieve high levels of Straight Through Processing (STP) in their customer onboarding journeys by automating the checks needed to complete due diligence. This reduces the volume of work and associated costs of manual checks for Compliance teams.

Even with the highest levels of STP (PassFort achieves an average STP rate of 77% for its clients) some customers making new applications will never and should never go directly through an automated workflow. Some individual profiles will require manual handling for robust risk management.

The key with manual intervention is to keep it to a minimum and to move quickly when it is needed. We help you reduce delays introduced to onboarding journeys by sending automatic alerts to your teams when manual support is needed to complete an application.

In the PassFort Portal, users are immediately notified when an application needs manual completion. This means they can act quickly and make risk-based decisions about whether to onboard or off-board a potential customer. By reducing delays, Compliance teams also help reduce drop offs and create better customer experiences.

Get in touch

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We would love to talk to you about your business and how we could support you with STP and handling manual intervention in onboarding journeys.

Please get in touch with us anytime:

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Headquartered in London and founded in 2015, PassFort has now supported its clients to onboard more than 4 million customer worldwide.