

Deliver customer excellence, connect employees, and ensure security **with Webex**



As a leader in the financial services industry, you're responsible for keeping your business competitive with the growth of the industry trends.

The top 3 goals for financial services institutions is to retain customers, talent, and profitability.

Deliver a customer experience that inspires loyalty



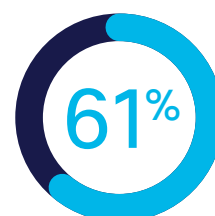
2 in 5 consumers under 40 switch banks annually\*

Attract and retain the best talent

75%

of millennials want the ability to work flexibly and still be on track for promotion\*\*

Bring your service into the digital future, for cost savings and future proofing



of consumers banking transactions in 2019 were conducted on mobile phones\*\*\*



31% of consumers said they are likely to bank more, if a branch offers the ability to schedule personal appointments for a virtual meeting with a representative\*\*\*\*

\*thefinancialbrand.com 2020 / \*\*EY, 2018 / \*\*\*thefinancialbrand.com 2019

\*\*\*\*Deloitte center for financial services 2019

# Introducing Cisco Webex



Webex is a collaboration platform that enables your customers to speak to specialists, not just at your branch but also virtually from anywhere within the company. All done in HD video and crystal-clear audio, so customers feel as if everyone is in the same room together, building personalized relationships.

Having Webex available to your employees will help them be more productive and get more done in their day. Working smarter not harder is key. With Webex everything needed to get the job done is all in one place – documents shared, conversations with specialists, and meetings between teams are accessible at any time, in the same place.

It's always nice to be ahead of the game, Webex can help you achieve this and more.

## What flexible collaboration with Webex could mean to:

### Your customers

- A better customer experience
- More choice how to contact and work with the bank
- Faster access to experts
- A seamless digital experience

### Your employees

- Connect to colleagues faster
- Everything they need at their fingertips
- View documents together virtually
- Increased employee satisfaction

### Your success

- Save time and money associated with travel
- Employ the best workforce across locations
- Uncompromised security and compliance
- Connect anywhere on any device
- Customer loyalty and employee retention

## What are you waiting for?

Learn how to get your financial institution started with collaboration tools today.

Watch our video [cs.co/citizensbankvideo](https://cs.co/citizensbankvideo)

Read our use cases at [cs.co/WebexFinancialUseCases](https://cs.co/WebexFinancialUseCases)

**Cisco** Webex