Faster turn around for Credit Card Application process using Sales & Informatica cloud for US based Global cards company

Challenges

- Manual SOS, AML, D&B checks & application process
- No way to easily check the application status
- No ability for the sales team to request credit line increase from the UI

Solution

- Use LDS on sales cloud to capture and prepopulate the Prospect information
- Implemented digital document collection process using Informatica & Sales cloud
- Automated credit line increase process on sales cloud integrated with decisioning systems using JSON

Value delivered

- >44% Quicker card application process with turn around time of 10 business days from 15 days
- Ability for sales team to view card application status & request for limit increase from sales cloud console

