

Together/Mastek Mumbai Hackathon (17th March 2018)

Customer Onboarding for the Digital Age

With the rise of challenger banks in the UK, offering a digital only presence, customers are increasingly expecting a simpler, less traditional on boarding experience. As Together look towards opening new direct to customer digital channels, the need to speed up customer onboarding becomes paramount.

To enable this new approach, we need to explore how current technologies and approaches can be leveraged. To this end we want to explore how the following areas can be simplified and modernized for the digital customer.

- Identification and verification. How can we easily capture the customer's digital identity? Key areas that can aid with this include but are not limited to:
 - Image capture and recognition, e.g. 'selfie' identification.
 - Voice print analysis
 - Driving license/passport
- Information capture and validation. How can supporting application information be captured? Key areas that can aid with this include but are not limited to:
 - Document upload and data extraction
 - Cross referencing and validation
 - Open Banking APIs
- Process automation. How can manual data processing tasks be automated allowing agentless completion? Key areas that can aid with this include but are not limited to:
 - 'Robo-agents'
 - Chatbots and other conversational UIs

The purpose of this hackathon will be to explore these areas and find innovative approaches to help Together quickly gain a foothold in new emerging markets.

Possible areas for technology innovation include:


- Cognitive APIs
- Robotic Process Automation
- Open Banking APIs
- Mobile applications
- Natural Language Recognition

We are looking for teams with a drive to challenge existing processes and approaches with innovative technological solutions to take part in Together/Mastek's first Mumbai hackathon.

OCR, AI, ML, Mobile App, Cognitive Services, NLP, Conversational UI

Together is a trading style of each of the undernoted companies, which have their registered office address at Lake View, Lakeside, Cheadle, Cheshire SK8 3GW.

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