BITSQUAD SOFTWARE

For North UK Private Bank

Enhanced Customer Engagement & Fraud Prevention.

Key Details

❖ Users: 3000+

❖ Industry: Banking

❖ Location: United Kingdom
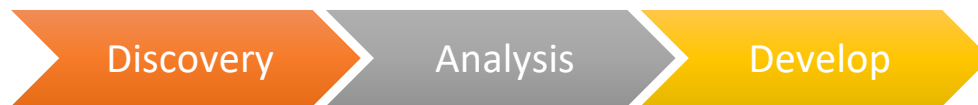
❖ Tech: Azure Logic Apps, Power Automate, D365 CRM

Challenges / Objectives

❖ Need for integrated Sales & Customer Service CRM

❖ Risk of fraudulent customer interactions

❖ Outdated workspaces for agents

Solution Implemented

➢ Unified Sales & Service modules on D365 CRM

➢ Pindrop integration for fraud detection

➢ T24 platform integration for security

➢ Upgrade to Customer Service WorkspaceI

| Discovery | Analysis | Develop |

Solution Implemented

❖ Model Multiple Application For Different Department

❖ Single Database shared across all application

❖ Use Azure Platform for Integration using Function & Logic Apps

❖ Power Automate for integration with finance system.

Benefits

01

02

03

Improved response time by 30%

Increased fraud detection accuracy

Enhanced customer service efficiency

Thank You !!