

Online Banking System Review

An Online Banking System Review enhances a financial institution's value in their Online Banking solution by optimizing their end users' experience (usability), improving back office operations (efficiency), and ensuring your processes minimize cost.

Due to the available power and configurable complexity of online banking systems, financial institutions commonly have significant opportunities to improve their Online Banking results. End users new to online banking often struggle to fully complete the registration process and become active users; many abandon the process. Others complete registration but never become active users causing the financial institution to bear the cost without realizing the benefits associated with active use. Beyond registration, there are also many usability options and configuration power hardly used by most financial institutions. Pearrari Solutions consultants have delivered more than 150 successful system reviews. We can assess your configuration and recommend changes to optimize your online banking and bill payment solutions for increased end user ease, back office operational efficiency, and financial results.

Common Online Banking System Reviews

- Registration flow review – examines the end user experience end-to-end (from finding your website through registration for online banking, first use, registration for bill pay, and first use) identifying improvements to the end user experience.
- General Online Banking system review – identifies ways to optimize the online banking experience. It can be focused on particular problems or survey the whole ongoing use experience.
- Promotion Review – examine how you're using the range of promotional tools as aligned with your business intent. Recommend ways to improve how you cross sell financial products in online banking.
- Financial Institution Administration Review – examines standard operating procedures, reporting and other internal processes, business strategy and administration to optimize your institution's management of online banking solutions.
- Support review – ensuring configuration consistency and availability of FAQs, chat and other resources you may offer throughout the experience.

Online Banking System Optimization may include

- Usability Analysis & Recommendations to improve the end user experience
 - Configuration options & settings
 - Web changes
- Best practices to optimize the back office
- Best practices to optimize your end user experience & your financial outcomes
- Consultation to ensure best available decisions are made
- Documenting each change request so it can be effectively made to the right vendor

Data Analysis

System reviews can be done with our without support of data analysis. Analysis helps confirm the impact of changes you make.

- Data Analysis to identify the most significant causes of registration abandonment
- Post-engagement Data Analysis to confirm the results of implemented changes

Analysis can also be focused on mobile banking or other areas or activity reported in the log files.