

# Powering the future of banking with Slack

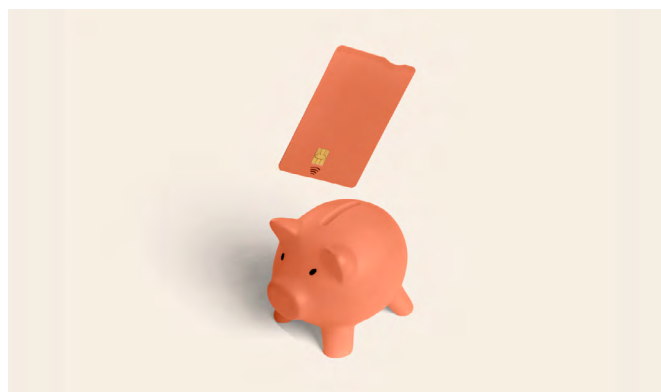


**Modernize bank operations by connecting people, automation and apps in one secure workspace**

## BANKS ARE OPERATING IN A NEW WORLD

- ✓ There has been a **55% increase in meetings** since the start of the pandemic.
- ✓ Banks need the **most innovative technologies** to improve customer satisfaction and stay competitive.
- ✓ With **heightened scrutiny from the SEC** and a need to stay compliant, banks require increased levels of security for employee and customer communications.

How can banks modernize operations and boost productivity while also securing their communication channels? Start with Slack—a powerful **digital HQ**.



## ACCELERATE CUSTOMER SUCCESS WITH SALESFORCE AND SLACK

Bring people, information and tools together in one space with Slack. Integrating tools like **Salesforce Customer 360** gives everyone in your organization valuable customer insights—in the same place where your team can act on them.

- Secure customers for life by quickly resolving issues, such as credit card disputes and electronic transfer errors, and delivering personalized experiences all in one place.
- Salesforce Customer 360 gives your team a holistic, real-time view so employees can harness customer data to make borrowing recommendations and find opportunities to upsell or cross-sell loan services.

### Speed-to-value with Slack

**25%**

faster case resolution time<sup>1</sup>

**24%**

increase in win rate<sup>1</sup>

## TRANSFORM BUSINESS OPERATIONS BY BRINGING EVERYTHING TOGETHER

Slack is the engagement layer that powers automation for your operations. Break down silos and drive employee productivity by connecting your tools where everyone collaborates.

- Free up time for employees to focus on building customer relationships by automating repetitive tasks for mortgage lending, M&A deal management and customer onboarding.
- Accelerate decision-making by connecting relevant team members across the front, middle and back offices with cross-workspace channels.

### Speed-to-value with Slack

**26%**

faster decision-making<sup>1</sup>

**36%**

fewer meetings<sup>1</sup>

## COLLABORATE SECURELY AND REDUCE RISK

**Slack Connect** enables employees to collaborate safely within a bank and with customers and partners. Unlike email, Slack is less susceptible to spam or phishing attacks, so your organization's data stays secure.

- Build trusted relationships while adhering to industry and international compliance standards, such as FINRA, FedRAMP, ISO/IEC and GDPR.
- Collaborate quickly without compromising standards—no matter where your employees are in the world.

### Speed-to-value with Slack

**60%**

reduction in emails<sup>2</sup>

**49%**

increase in overall productivity<sup>2</sup>



## Ready to harness the power of Slack?

[Get started](#)



<sup>1</sup> Salesforce, "FY23 Customer Success Metrics," July 2022; study participants were Slack users in financial services.

<sup>2</sup> Based on 2,707 survey responses from weekly Slack users in the U.S., U.K., Australia and Canada with a  $\pm 2\%$  margin of error at 95% CI, December 2021.