

nCino's Partnership with Glia



CONSUMERS ARE INCREASINGLY LEADING DIGITAL-FIRST LIVES INCLUDING BANKING ONLINE.

Financial institutions need to meet their customers where they are – OnScreen – and offer a seamless experience.

14%

With Glia, FIs have seen a 14% increase in net promoter score (NPS)

35%

Results include a 35% reduction in abandonment rates.

22%

One FI saw a 22% increase in sales after implementing Glia Hub.

THE CHALLENGE

Customer service remains on the phone. Traditional telephone services are no longer enough to satisfy your customers needs.

JOINT SOLUTION

Meet customers online at their desired point of communication

With nCino and Glia Hub, Financial Institutions (FIs) can meet customers online at their desired point of communication—chat, messaging, audio, or video—resulting in an improved customer experience, a decrease in abandonment rates, and an increase in sales. FIs can expect a fast return on investment with implementation in 3 – 6 weeks, enabling them to capture wallet share and improve customer experience almost immediately.

- Improve the customer experience by providing customers on-screen guidance. With Glia FIs have seen a 14% increase in NPS.
- Increase completion rates by overcoming friction points in the application and account opening process. Results include a reduction in abandonment rates by 35% and a 22% increase in sales
- The implementation time frame for Glia Hub is 3-6 weeks, FIs can expect near term results, leading to a rapid improvement in customer experience

NCINO USE CASE	BEST-IN-CLASS BUNDLE	COLLATERAL
<p>Customer Engagement Solution</p> <ul style="list-style-type: none">• Glia Hub can solve any use case where a customer needs direct interaction to facilitate and support their workflow.	<p>Glia Hub: Chat, Video, Co-Browse</p> <ul style="list-style-type: none">• Glia Hub allows FIs to provide real-time engagement (chat, audio, video, co-browse) for any product within nCino's customer engagement solution.	<ul style="list-style-type: none">• Glia Hub• Digital Customer Service Overview• Case Study: Online Loan Applications• Case Study: Consumer Lending• Glia + nCino Video