

NCI Privacy Centre™

If you're like most bankers, the Gramm-Leach-Bliley Act (GLB) has placed additional pressures on your already overburdened staff. You'll need to manage and set appropriate controls of information for thousands, if not millions, of customers who have vastly different relationships with your bank.

We can help. Our new Privacy Act Compliance product, **NCI Privacy Centre™**, helps you conform to the consumer privacy and disclosure requirements of GLB.

Privacy management is a key benefit of **NCI Privacy Centre**, which is a family of functions of **NCI Business Centre™**, the first complete, web-based enterprise application solution.

Here's how it works:

NCI Business Centre enables you to control access to customer information from all touch points.

The centralized database of **NCI Privacy Centre** provides a convenient means for you to adhere to your customers' disclosure wishes and limit access to customer data, as required by GLB.

NCI Privacy Centre can uniquely help financial service providers develop and deploy privacy policy information to customers whose data may be splintered among various silos across the bank.

Only an enterprise-wide solution with robust customer data integration capabilities, like **NCI Business Centre**, offers the technical environment to meet a challenge like GLB compliance.



While **NCI Business Centre** solves your current GLB challenges, it serves a more lasting and far-reaching purpose by enabling your bank to:

- Build a platform upon which to implement your customer-centric strategy.
- Unify your delivery channels, such as marketing, teller, call center, platform and Internet banking.
- Lower your cost of client hardware and reduce personnel requirements to support your network.
- Meet the evolving and expanding needs of front-line employees without program changes.
- Be ready to make full use of new and emerging technologies.

We're eager to help you develop and implement a practical strategy that will meet GLB requirements, as well as improve your customer service operations across multiple channels.

NCI Business Centre™
For All Delivery Channels



Other Families of Functions of NCI Business Centre:

NCI Contact Center

- Offers workflow enhancements that help contain costs, reduce errors, decrease call time, provide superior service and retain customers.
- Provides your CSRs with an expanded view of customers' accounts, histories and preferences.
- Portal links CSRs to all of their customer care needs.
- Enables your CSRs to more easily cross-sell, up-sell and manage the customer relationship.
- Offers call wrap-up and work flow management.
- Reduces training.
- Improves customer contact statistics.

NCI Relationship Centre

- Offers an integrated, multi-channel relationship management solution.
- Helps you improve customer retention, increase profitability, boost customer satisfaction, grow your market share and enhance shareholder value – all while reducing costs.
- Enables your organization to migrate to a customer-centric model from a product-centric model.
- Offers a 360-degree, real-time view of each customer.
- Engages all touch points between your bank and your customers.
- Makes it possible to share customer knowledge across all delivery channels and business units.

NCI Marketing Centre

- Offers a marketing customer information system with advanced and innovative features and functionality.
- Provides a complete package of data preparation, query, analysis and reporting tools.
- Consolidates your customers' account, behavioral, financial and demographic information into a compelling and comprehensive database.
- Provides results-oriented segmentation and campaign management capabilities.

NCI B2C Centre

- Personalizes online content for each customer.
- Enables your bank to automatically respond to online customer requests.
- Top-level security ensures the integrity of authentication, authorization and data.
- Provides access to bill payment, stock quotes, financial calculators and interfaces to personal finance managers.
- Includes a full range of real-time banking transactions.
- Offers customization and bank brand integration.

NCI Sales Centre

- Contains a robust set platform functionality.
- Gives CSR sales scripts and product suggestions.
- Performs customer needs analysis.
- Models financial scenarios.
- Streamlines account-opening and staging process through easy-to-use Wizards.
- Accesses and prints rules, rates and other disclosures.
- Tracks and reports performance by CSR, branch, region and enterprise.

NCI Teller Centre

- Offers the speediest teller services possible.
- Shortens training curve.
- Provides a complete package of transactions.
- Includes innovative product enhancements, such as customer mini-profile, integrated signature verification and cross-sell prompts.

NCI Enterprise Centre

- Ensures consistent and uniform access to the application services of the organization.
- Manages user access, business functions, job authorities, workstation settings, financial devices, document management, host message formats, tables and settings and other information.
- Allows functions created for any single channel to be used by all channels, as appropriate.



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