Digital customer engagement for financial services

Creating compelling digital user experiences, improving outcomes & building trust

What Customers expect
In the current digital age, customers expect secure, seamless and highly engaging user experiences in the marketplace. Customer identity management is the front door to Customer’s experience where they expect:

- Secure access to their Finance services transactions, money transfers and statements
- Integration with their wearable devices to get real-time updates of important transactions
- Control over privacy & information sharing settings
- Seamless experiences across multiple channels

Why Customer Identity

Self Service Capabilities
Privacy & Content Mgmt
IoT Device Mgmt
Unified Cross Channel Experience
Leading Edge Security
User Managed Access

17% consumer-banking services in North America ($203 billion) will be a part of fintech by 2023(1)
90% banks anticipate future investments in digital channels(1)
33% Traditional retail banks will be eroded competing against digital players by 2020(1)

ForgeRock and PwC – Impact Driven CIAM
ForgeRock Identity Platform combines digital identities and their devices in a single profile, enabling organizations to verify who users are and what they can access. PwC’s ForgeRock IAM practitioners have experience with Financial Services Provider industries and can guide organizations through their digital transformations.

Seamless Omni-Channel Experiences
- Identities can be authenticated & authorized across Web, Mobile and IVR channels

Protect Financial Data with Leading Edge Security
- Highly flexible Advanced Auth capabilities such as: Multi-Factor Authentication, Risk Based Authentication & Passwordless Authentication

Build Trusted Relationships with Privacy & Consent
- Provides a host of Consent Management, Terms & Conditions tracking and User Managed Access (UMA) enforcement Capabilities

Highly Scalable Solution
- ForgeRock Digital Identity Solution can scale on-premises & in the cloud to support millions of customers

PwC – Global ForgeRock Footprint
- IAM Implementations delivered to 78% of Fortune 500 companies
- 100+ ForgeRock enabled PwC professionals available globally

PwC ForgeRock Accelerators Library in Development
- ForgeRock Rapid Deployment and Configuration using Ansible
- ForgeRock Instant Deployment using Containers
- SiteMinder Migration Toolkit

(1) Digital Identity Management, The Foundation of Successful Financial Services by ForgeRock
Highly-scalable
Accommodate millions of
digital identities

Revenue Generating
Easy access to secure
applications where
customers can buy
products and services

Modular & Open
An integrated platform
purpose-built to handle
complexity, and an
extensive ecosystem of
partner technologies

Developer-friendly
Common APIs and code,
ensuring developers’ ability
to learn, tailor solutions,
and teach others to use
the platform

“ForgeRock is a key enabler simply because of
how much it handed us in a box. The effort it
has taken us to get ForgeRock up, running and
usable in our environment is really minimal.
Adopting transparency, implementing
user-managed access and giving people control
over the use of their personal information is
important in government.”

- Director of IT & CIO

“PwC’s cybersecurity and privacy team
approaches cybersecurity as a goal to help build
great trust within the organization and for its
customers, and secure environments in a digital
world which entails connecting stakeholders
while pulling together trends to securely
transform business, optimize data, and build
resilience.”

- ALM Intelligence, September 2018

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