

UNIQUARE Software Development Corporate Profile

Solutions to increase profitability and quality of service in the finance industry

UNIQUARE Software Development is a highly innovative international software company who specializes in the development of front end and CRM solutions for the banking sector. It focuses on points of customer contact (PoCC), i.e. on supporting and optimizing all processes and tasks where the emphasis is on customer contact (acquisition and marketing, advisory service, processing and fulfillment, transaction handling). Awards won by banks that use UNIQUARE frontend systems prove the innovative power and quality of our products. Another proof of these abilities is the fact that all UNIQUARE projects have been successful and all contents and results promised were delivered.

UNIQUARE solutions prove the quality of their performance every day on hundreds of thousands of workstations. They are extremely popular with users; many of them consider this to be the best software solution, which is currently in use.

UNIQUARE – Facts and Data

- Established 1988
- Member of Asseco Group (www.asseco.com)
- Type of company: Ges.m.b.H. - 60% Asseco Slovakia, 40% privately owned
- Head office: Austria – Krumpendorf am Wörthersee
Subsidiaries: UNIQUARE Deutschland, UNIQUARE MEA W.L.L
- Total number of employees in the group: > 150
Business areas and services offered are: individual software development, standard solutions, customization and implementation, consulting
- Standard products: UNIQUARE Business-Management Suite containing components for acquisition and marketing, advisory service, processing and fulfillment, transaction handling
- Export ratio: 95%



UNIQUARE Headquarters Krumpendorf/Wörthersee

References

- Number of installations: over 400 financial institutions with hundreds of thousands of workstations installed
- Structure: major banks, computer centers, cooperative banks, savings banks, cantonal banks, private banks
- Regions: Europe, Asia, Middle East, Africa
Summary: Deutsche Bank, Fiducia IT, Sparkasse Hannover, Degussa Bank, HVB Luxembourg, RZB, ARZ, Hypo Group Alpe Adria, Swisscom IT Services, Finnova, Bank Coop, DZ Privatbank, DnB Nord Bank, LGT Bank in Liechtenstein, Qatar National Bank, ISC Teheran, First National Bank, Standard Bank, Public Bank etc.

UNIQUARE Added Value

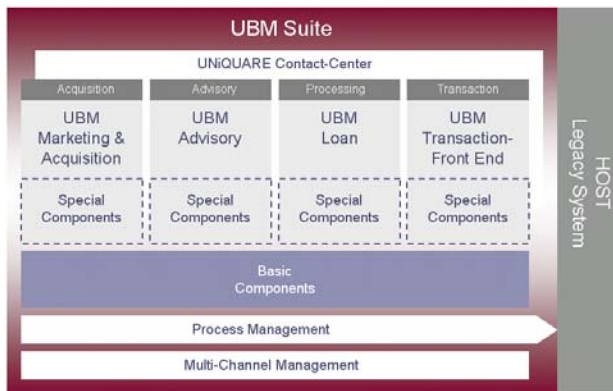
- Specialized solutions for financial service providers
- 100% project success, long lasting industry experience
- Large number of reference installations
- Proven integration competency with back end systems on numerous operating systems and communication protocols
- Unique know-how in optimizing customer centric business processes

UNIQUARE Business-Management

UNIQUARE Business-Management enables all processes to be managed effectively and ensures the optimal use of the different sales channels at the point of customer contact, from marketing, acquisition, advisory service, loan processing and fulfillment to transaction handling.

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UNIQUARE Solutions Portfolio



UNIQUARE Business-Management (UBM) Suite

With the *UBM Suite* we offer a comprehensive package of high-quality, ready-made standard software components for the point of customer contact. The suite consists of perfectly harmonized standardized components, which can also be deployed individually. The integration of different processes and the use of standard base components across all individual working steps enables a continuous planning, management, implementation and monitoring of the entire business process from acquisition, advisory service, processing and fulfillment through to transaction handling. Process integration also ensures a homogeneous appearance and optimal presentation of information in every component, across all sales channels.

UBM CRM, Marketing & Acquisition

UBM CRM, Marketing & Acquisition enables both an optimized and target oriented sales approach and rationalization of the sales process. It supports a professional management of the relationships both between the bank and its customers and between the central organizational unit and its decentralized sales units. The structured planning and management of the sales process ensures that supplementary and already existing potential is exploited optimally.

UBM Advisory Service

UBM Advisory Service is a software product that optimizes the sales process and increases the quality of service and advice across all sales channels at the same time. This product supports the creation of customer profiles and the development solution suggestions to the complex financial planning.

UBM Loan

UBM Loan supports the complete loan business starting from the loan application, approval and contract finalization to loan monitoring and finally full payback. This solution supports the business processes in both, corporate and retail banking of all types of banks or financial services organizations. It also uses the specific advantages offered by each individual sales channel.

UBM Transaction-Frontend

The *UBM Transaction-Frontend* is a process oriented software solution facilitating secure and rational transaction processing at the branch bank, at the self-service area, within the call center and also in the area of Internet banking. The *UBM Transaction-Frontend* is the optimal solution for creating a uniform continuous front end system for the already existing IT environment as well as for the existing heterogeneous system architecture.

UNIQUARE Contact-Center

UNIQUARE Contact-Center is a modern and efficient solution that increases the quality of service and supports the marketing activities of banks and other financial service providers. The solution integrates the different communication channels thus ensuring optimal resource allocation. Based on proven standard modules, the *UNIQUARE Contact-Center* is customized together with the customer to meet each bank's specific requirements.

UNIQUARE Smart-Screens

UNIQUARE Smart-Screens transforms existing mainframe and midrange applications to modern applications with graphic browser and Windows interfaces. Inflexible system driven processes are converted to fast and customer focused processes. *UNIQUARE Smart-Screens* enables a cost-effective and risk-free reorganization of working processes without any changes to be performed on the host. The result is higher protection of investment and a rapid ROI.

Further Information

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