

Integrated Banking Transformation for Cameroon

Orchestrate every customer journey. Secure every document.

One architecture connecting branches, digital channels, operations teams and controlled information retention.



One journey from first contact to controlled retention

01 Plan	02 Arrive	03 Serve	04 Decide	05 Archive
Appointments and pre-qualification	Check-in and queue management	Routing and omnichannel service	Workflow and DMS case file	EAS and traceability

Three capabilities for consistent delivery

01 CUSTOMER EXPERIENCE AND FLOW

Q-nomy journey orchestration

- **Appointments and queues:** appointment booking, check-in, physical or virtual queues and prioritization.
- **Intelligent routing:** direct clients based on purpose, profile, availability and service rules.
- **Network oversight:** real-time dashboards for capacity, SLAs and congestion points.

02 DOCUMENTS AND COMPLIANCE

DMS (GED) and EAS (SAE)

- **Operational DMS:** capture, OCR, search, version control, workflows, access rights and shared client files.
- **Secure EAS:** retention rules, integrity, traceability, legal hold, retrieval and the archive lifecycle.
- **Auditability:** action evidence, access controls and processing time monitoring.

03 CYBERSECURITY, INTEGRATION AND DELIVERY

Local deployment by AVG

- **Cyber Defence and Resilience:** cybersecurity, change management, training, Zero Trust and support.
- **Interoperability:** APIs and connectors for existing environments, subject to technical scoping.
- **Branch and Access Security:** access control for sensitive areas and integration of monitoring systems.

Q-NOMY GLOBAL TRACK RECORD	20+ years of experience	1 000+ enterprise clients	5 continents	1B+ journeys orchestrated	1 M+ daily interactions
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90 Day Executive Pilot

Recommended scope 1 to 3 priority branches and one high-impact journey

W1-2 Scope	W3-6 Configure	W7-10 Deploy	W11-12 Measure
Target journey and KPI baseline	Solution and integrations	Branch deployment, training and adoption	Results and scale-up business case

KPIs tracked waiting and abandonment • SLA compliance • satisfaction • advisor productivity • document completeness • processing time

PROPOSED DECISION

Schedule a 30-minute scoping session



SCAN

CEO or Deputy CEO •
Network •
Transformation • IT •
Operations • Risk and Compliance

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Book 30 minutes

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