Intralinks for Small Business Banking

Enhancing the customer journey

Banking customers have come to expect an efficient digital experience so they can focus on their own business demands. The customer onboarding experience not only needs to be smooth, it needs to comply with the most stringent security, governance and regulatory requirements of the banking industry. What's more, banks and financial service providers are under pressure to innovate to stay ahead of the competition — as well as future-proof operations against another pandemic-type business disruption.

Intralinks offers a highly intuitive online customer experience for onboarding, servicing and offboarding — all while meeting and/or exceeding the security, governance and compliance standards of the world's largest banks and financial institutions. As pioneers of secure file-sharing technology, Intralinks focuses on enabling and securing the flow of information — no matter the volume of files, the number of collaborators or the location worldwide.

Leverage an innovative, industry-leading platform for small business banking

| Bank-grade security & compliance | Bulk drag-and-drop files and folders | Comprehensive back-office access & reporting | Portal & systems integration | Out-of-the-box or custom implementation |

Case Study

Intralinks quickly deployed a solution to support a U.S. bank's efforts around the Paycheck Protection Program (PPP) for small businesses affected by COVID-19 economic hardship. The bank initially expected to onboard loan applicants in the hundreds of thousands and receive millions of supporting documents. Intralinks' solution not only streamlined the loan application process by providing a mechanism to submit information and documentation, but also handled twice the volume of the bank's initial projections.

Trust our brand, service and the security we consistently deliver.

USD 35 trillion+
worth of sensitive, high-value transactions were facilitated by Intralinks in the last 25+ years

6.6M+ professionals
use Intralinks for capital markets transactions and regulatory compliance

857K firms in 147 countries and 76 industries
including all of the major banks and many of the Fortune 1000 trust Intralinks

Intralinks Solution Overview

Whether implemented out-of-the-box, as a standalone custom solution, or integrated with your existing bank portal for a seamless customer experience, Intralinks supports the key requirements of the small business banking process:

Provision
Create folders, groups, users and permissions based on input file provided by the bank. Grant bank employees access to folders and groups.

Download
Based on a schedule, download documents; create xml and manifest files that are delivered to the bank via SFTP.

Loan close
Based on input file from the bank, update folders, groups and group members to prevent changes to the loan folder. Automatically delete folders based on age.

Key Benefits & Feature Highlights

Improve customer experience

- Workflow – Integrate with your bank's existing portal or white label the Intralinks user interface to easily request information and documents, communicate directly to customers with custom email updates and alerts and keep customers apprised of their request status

- Upload/download – Share files as large as 11GB without storage limitations or file-type restrictions

Streamline back-office operations

- Back-office file repository – Provide a complete view of files and activities for every customer and account

- Search and filter – By customer name, account number and other metadata

- Permissions – Manage access at the group, user and file levels

- Reporting and dashboards – Easily access customer activity to improve customer service via custom dashboards

Seamlessly integrate and automate

- Restful APIs – Facilitate seamless integration into the bank's existing environment

- Automation – Create a completely automated and compliant process by integrating CRMs, underwriting systems, systems of record, SharePoint, ECMs and others

Rely on world-class security and compliance

- Audits – 450+ client-led security audits and application penetration tests ensure our data centers, code, processes and personnel meet the toughest requirements

- Six-discipline security model incorporates data sovereignty, governance, compliance and four security levels: file, application, platform and operations

- Compliance – Intralinks automatically tracks activities for complete compliance logging and reporting

Contact us for more information **intralinks.com/contact**