



THE PROBLEM

VKB has around 30 companies under the umbrella with a lot of shared clients between these companies. Customer info was not centralised- each company managed their own info and if someone leaves the company that info is most likely lost. There was no official channel for customer complaints, compliments or service requests to be managed. The shareholding in companies was not clearly defined. The relationships of VKB's customers' businesses and their employees was not clear.

THE SOLUTION

All companies in VKB have access to true data on their clients. The data on the clients only needs to be kept updated in one space- e.g. KYC only needs to be done once for all companies instead of each company needed to do FICA for the customer. Customer service requests can now be managed and tracked in a single system and any patterns in repeat queries can be picked up and fixed. The structure of the clients can be defined and understood by all interested parties. Integration with the ERP system ensures the integrity of customer and vendor data.

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