



kinective.io

## Kinective Customer Experience

# Consulting & Professional Services

Selecting an electronic transaction management solution is just the first step on your journey to success—whether your goal is enhancing customer service, improving internal governance, or achieving operational efficiency. With a successful technology onboarding and production rollout, you can quickly expect increased productivity and reduced operational costs across your institution.

Kinective (formerly IMM) supports banks and credits like you to develop sound, pragmatic “best practices” to allow the implementation journey to be a well-managed and successful venture. These practices along with our consulting resources are available as managed, professional service engagements for our clients, insuring satisfaction and optimal success achieved from our solution.

Our team of solution consultants is here to help you navigate any implementation or onboarding challenges, enabling you to realize the benefits of your investment as swiftly as possible. Consultants are also available on a contract basis to augment your internal resources, helping you avoid delays due to resource shortages, vacations, or unanticipated employee leave.

## What we offer



### Implementation Project Management

Our team will coordinate and manage your solution implementation, installation, and training through a well-organized and structured project methodology.



### Consulting Services

Kinective project coordinators and solution consultants will work with your project team at every step—from contract acknowledgment and project kick-off to installation, system administration, and end-user training. We oversee and assist at every stage of the implementation process to ensure the best outcomes for your business.



### Professional Services

We offer a wide range of managed professional services, including implementation audits, custom document programming, and field mapping services.



“Following a site audit of Island FCU’s implementation, Kinective’s consultants prioritized a series of “best-practice” recommendations along with a proposed timeline for enhancement implementations.

This exercise gave credit union management the confidence that they were using Kinective’s technology to the fullest.”



## About Kinective

Kinective is the leading provider of connectivity, document workflow, and branch automation software for the banking sector. With the most comprehensive, open, and connected technology ecosystem in banking, Kinective helps financial institutions unlock new services, modernize operations, and elevate client experiences to enhance their competitive edge. Kinective serves more than 2,500 banks and credit unions, giving them the power to accelerate innovation and deliver better banking to the communities they serve.

## How can Kinective drive your success?

To learn more please contact us at: [info@kinective.io](mailto:info@kinective.io) and visit our website [www.kinective.io](http://www.kinective.io)

