

eBSEG Omnichannel Digital Transformation Solutions

www.eBSEG.com



Agenda

About eBSEG

- Our Story
- About Us
- Mission
- Core Values
- eBSFG CFFP Platform
- CEEP Patent
- Sample of References
- eBSEG Clients Awards
- +40 Innovative Digital Transformation Solutions

eBSEG Omnichannel Solutions

- Digital Banking Solution.
- eBSEG Awards
- Digital Insurance Solution.
- Digital Sales and Onboarding Platform.
- Digital Trading Solution.
- Mobile Queuing Solution.
- Digital Chatbot Platform.
- Digital Messaging Engagement Solution.
- Digital Self-Service Solution.
- Digital Customer Assistance Solution.
- Digital Patient Assistance Solution

Closing

- eBSEG Achievement
- Thanks page





Our Story

eBSEG is a Canadian - Egyptian Software Company focused on platform technologies and Omnichannel customer engagement that has been operating since 2000 in North America and MENA.

Present in Egypt, Canada and USA with agencies in KSA and Qatar, eBSEG has a large network of partners spanning more than 10 countries.

Offices

- 1. Toronto, Canada
- 2. EMEA Cairo, Egypt



About eBSEG

- More than 24 Years Experience & Presence.
- > Several Fortune 100 References.
- Unique Patent Awarded Platform.
- Well tested Core Solution "Application core".
- Global Omni Channel solution provider.
- Real Build once Deploy Many Omni Channel Platform for a wide range of industries.
- > Fast and Reliable Deployment.
- Unified Customer Experience & Consistent Features Solution over Channels.
- Preemptive Support (On-Site And Remote).



Mission

We are committed to
 leading the charge globally
 by helping Institutions
 serve up an amazing
 customer experience &
 engagement.





Core Values

 Not only deliver the Solution but also partner with the client to drive it into a Market success.



eBSEG Digital Solutions Provider

- eBSEG has recognized as a premier digital solutions provider for Banking, Insurance, Wealth Management, and other financial services sectors since 2000 in EMEA and North America. eBSEG innovative solutions are designed to enhance the customer experience and streamline operations, helping financial institutions to compete and thrive in a rapidly changing landscape.
- we will explore eBSEG digital solutions in more detail and how to thrive in the digital era.





GAZET International Global Magazine Award 2024

BEST FINTECH SOLUTIONS PROVIDER AWARD 2024

- www.eBSEG.com -





Best

Digital Transformation
Solutions Provider
Award 2024









Best
Digital Solutions
Provider Award
2023







eBSEG CEEP Platform

eBSEG Introducing CEEP, Customer Experience & Engagement OmniChannel Portal Platform (One **UNIFIED Platform Addressing All** Channels Seamlessly) for Banking, Insurance, Wealth Management Companies, or any other Financial Service Industry.











Desktop Tablet Mobile Smart Watch









Messaging Kiosk ATM Chatbot

It is available for almost all Digital Channels



CEEP[™] Patent Awarded 2021

eBSEG CEEP Digital Omnichannel
Platform has been awarded
officially the United States Patent
and Trademark Office (USPTO).



atent

Therefore, this United States

grants to the person(s) having title to this patent the right to exclude others from making, using, offering for sale, or selling the invention throughout the United States of America or importing the invention into the United States of America, and if the invention is a process, of the right to exclude others from using, offering for sale or selling throughout the United States of America, products made by that process, for the term set forth in 35 U.S.C. 154(a)(a) or (c)(1), subject to the payment of maintenance fees as provided by 35 U.S.C. 41(b). See the Maintenance Fee Notice on the inside of the cover.

Performing the Functions and Duties of the Under Secretary of Commerce for Intellectual Property and

Director of the United States Patent and Trademark Office



CEEP - Customer Experience Management Platform

- Physically One Single logic and UX servicing all Channels based on Unified Widgets
- Unified Customer Experience No Learning between Channels
- Shared Platform for all Channels
- Unified Central Control/Updates to Al Channels
- Consistent Features from all Channels
- Powerful Marketing on all channels
- Possible to start transaction on one channel and finish on another
- Powerful Analytics











eBSEG Awards 2023

Best
Omnichannel
Customer Experience
Platform Award





Sample of References

































































+ 40 Innovative Digital Transformation Solutions

OMNI CHANNEL PORTAL

- Mobile Retail App
- Tablet Retail App
- Internet Retail Browser Channel (Desktop)
- Chat Bot
- Business Client Omni channel
- Apple Watch App
- Personal Finance Management
- Family Banking

OMNI CHANNEL MARKETING

- Public Portal
- Geo Location Marketing
- Mobile Points/ Redemption

OMNI CHANNEL SALES

Digital Sales & On-Boarding



40+ Innovative Digital Transformation Solutions

OMNI CHANNEL ENTERPRISE ALERTING

- SMS Alerts
- Mobile Push
- Messenger / WhatsApp Alerts

OMNI CHANNEL ATM

- ATM Touch Self Service
- ATM Touch ID Authentication
- ATM Beacon Authentication
- ATM Mobile Cash Withdrawal



40+ Innovative Digital Transformation Solutions

OMNI CHANNEL CALL CENTER

- E-Acquisition Module
- CTI Popup & Customer Data Module
- Online Services Through Agent
- Online Chat Services

OMNI CHANNEL REMOTE SALES

Sales Agent Tablet

OMNI CHANNEL BRANCH

- In Branch Touch Self Services
- Assisted Sales eAcquisition System
- Self Service Sales
- Mobile Branch Beacon Queueing
- Mobile Branch Beacon Assistance/VIP
- Branch Analytics



40+ Innovative Digital Transformation Solutions

OMNI CHANNEL MOBILE PAYMENT/WALLET

- Mobile Pay Person to Person
- Mobile Pay Person to Merchant
- QR Payment
- NFC / Wireless Payment

OMNI CHANNEL INTRANET

- Employee Self Services
- Social Intranet Services
- Chat Bot Intranet Services



eBSEG Omnichannel Solutions

09
DIGITAL
Chatbot
Platform

Self Service Solution

10

DIGITAL

01
DIGITAL Banking

02
DIGITAL Insurance
Solution

08
Customer
Assistance

eBSEGOmnichannel Solutions

03
DIGITAL
Trading

07
Patient Asssitance
Solution

DIGITAL
Sales
&
Onboarding
Platform

05

Mobile Queuing Solution

06 DIGITAL Messaging
Platform





eBSEG Omnichannel Solutions include:

- 1. Digital Banking Solution.
- 2. Digital Insurance Solution.
- 3. Digital Sales and Onboarding Platform.
- 4. Digital Trading Solution.
- 5. Mobile Queuing Solution.
- 6. Digital Chatbot Platform.
- 7. Digital Messaging Engagement Solution.
- 8. Digital Self-Service Solution.
- 9. Digital Customer Assistance Solution.
- 10. Digital Patient Assistance Solution.



1- Digital Banking Solution

- eBSEG Digital banking solution offers a secure and rich UX application providing a world-class banking and payment experience to your customers over mobile Banking and Internet Banking.
- With eBSEG Digital Banking Solution, Enable your customers to access a variety of options about their bank accounts and so much more.
- Complete access to their transactional history alone most with complete details surrounding the transaction so they have comprehensive information at their fingertips. Whether it's bank accounts, Credit Cards, Loans, Lines of credit or Bill payments. It's available at their fingertips!



https://ebseg.com/Digital-Banking.html



eBSEG has created its Omnichannel Digital Banking Platform covers modern digital channels including:

- Internet Banking (Desktop)
- Mobile banking
- Tablet Banking
- Chat Bot Banking (Text & Voice)
- Digital Sales & On-Boarding
- Digital Loans/Lending/Finance
- Apple Watch Banking

- Omnichannel Business Banking
- ATM/Kiosk Touch Banking
- Call Center Transaction Banking
- Manned Branches Omnichannel experience
- eMessaging Engagement Banking (SMS Push and Pull, iOS and Android Alerts, Browser Web Alerts, WhatsApp, Email).



Digital Banking Solution Awards

Best
Digital Banking
Omnichannel
Solution Provider



Most Innovative
Omnichannel
Digital Banking
Solutions
International
FINANCE

Best
Digital Banking
Omnichannel
Solution Provider





2- Digital Insurance Solution

- eBSEG Digital Insurance Sales & Services Solution is a customer experience and engagements Omnichannel platform which is available via (Desktop - Mobile - Tablet -Chatbot - CRM - Messaging and others).
- eBSEG Insurance Solution enable the customers to view their coverage, Buy New Policy online and pay for it using Credit Card and make changes to others, pay bills and make a claim or chat live with an agent and so much more.
- It provide coverage for Car, real estate properties, Travel, medical and life insurance industries.



https://ebseg.com/Digital-Insurance-Solution.html





MOST INNOVATIVE

InsurTech Solutions Provider AWARD 2025

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Digital Insurance Solutions Provider Award 2023



3- Digital Sales and Onboarding Solution

- Digital Sales and Onboarding Platform is customized for Banks and Insurance Companies.
- With our newly innovated Digital Sales and Onboarding platform, Sales is made easy, banking or insurance products are just a click away from customers with the best customer experience and engagement platform.
- Not a single sale would be lost. Customers can start to buy process on one channel including a branch and finish it on any channel and the system keeps reminding/alerting customers with unclosed sales to help close them.



https://ebseg.com/Digital-Sales-and-Onboarding-Platform.html



Digital Sales & Onboarding Platform Modules



Product Browsing and Comparisons



Study/Customize Product Variables



Buy/Apply for Product



Upload Required Documents



Pay/Transfer Required Amount



Bank Verification



Internal Workflow/API



Two way Deal Discussion/Chat



Single Branch Visit by Appointment







Most Trusted Digital Sales & Onboarding Platform

Award 2023

www.eBSEG.com





4- Digital Trading Solution

- eBSEG Digital Trading Solution is an OmniChannel brokerage system with Real-time Market Services, Market Interests, Market Overviews, online integration, Currencies News, various indices at your fingertip.
- It enable you to create a portfolio and track important stocks, watch real-time changes, and status to manage your accounts, invest directly, find advice & more.



https://ebseg.com/Digital-Trading-Solution.html



eBSEG Awards



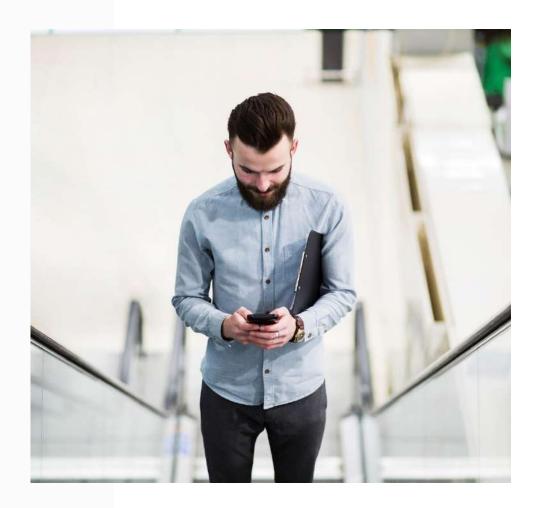
Fastest Growing Digital Trading Omnichannel Solution Provider Award 2023

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5- Mobile Queuing Solution

- eBSEG Mobile Queuing Solution (on top of your traditional Queueing System) is a great option for businesses that want to minimize customer wait time inside the branch and improve customer satisfaction.
- eBSEG Queuing solution is designed to give your customers the ability to :
 - Check which branch is empty/crowded thus making people load balance on branches a lot better.
 - Book a queue number before moving to the branch and moving to the branch only when they are needed.
 - ➤ Get notifications of the current queue number in the line & estimated time for your queue number.



https://ebseg.com/Mobile-Queuing-Solution.html







Most Innovative

Mobile Queuing Solution

Award 2024

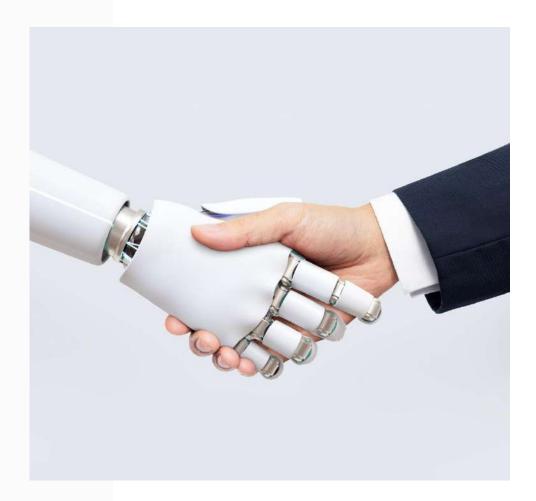


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6- Digital Chatbot Platform

- eBSEG digital chatbot platform is considered a virtual assistant for your customers.
- eBSEG has added many channels to its chatbot platform like Facebook Messenger, WhatsApp Business, SMS, Routing to Call Center Text Agent, Siri, and Alexa in English, Arabic, and Franco-Arab languages.
- eBSEG Digital Chatbot Platform supports multiple languages (English - Arabic- Franco Arab), so you can get customer feedback and measure customer satisfaction.
- eBSEG Digital Bot platform is provided for Banking and Insurance.



https://ebseg.com/Digital-Bot-Platform.html





FASTEST GROWING DIGITAL CHATBOT PLATFORM AWARD 2023

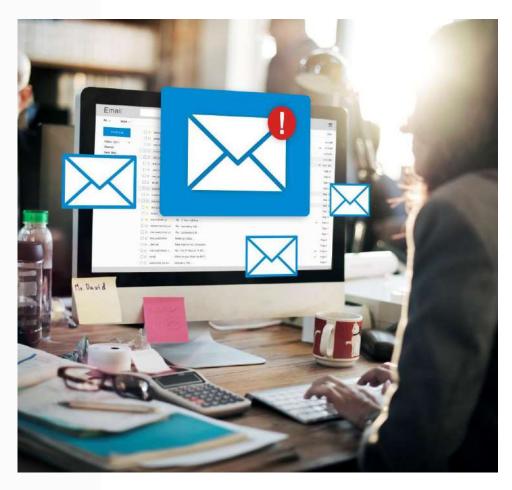
"WORLD ECONOMIC MAGAZINE"

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7- Digital Messaging Engagement Platform

- eBSEG digital messaging platform will help businesses communicate with customers securely
 & efficiently via almost all digital channels such as:
 - Web Notifications
 - Android/IOS Notifications
 - WhatsApp
 - > Secure Inbox notifications
 - > SMS
 - > & Emails.



https://ebseg.com/Digital-Messaging-Platform.html





Most Innovative
Digital Messaging
Platform Award
2023



8- Digital Self Service Solution

- eBSEG Self Service for HR solution is an Omnichannel Employee system that allows organizations to offer a comprehensive set of functions to employees through different channels based on the latest technologies such as Web, Mobile & Tablet.
- This gives the organization employees the facility to contact and communicate easily with the organization different HR Services through mobile, web, tablet, In office Kiosk and all other eBSEG CEEP supported channels.

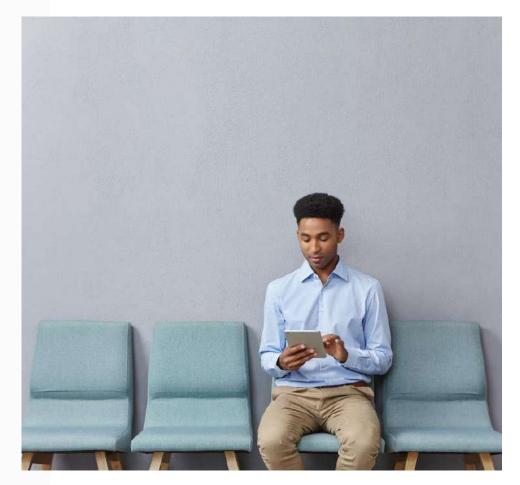


https://ebseg.com/Digital-Self-Service.html



9- Customer Assistance Solution

- With eBSEG Customer Assistance Solution you will be able to:
- Branch Mobile Assistant: Have a powerful Branch System Assistant with superior customer experience.
- Mobile Queue System : Save customer time and avoid crowded branches.
- Location based Marketing & Shopping: Facilitate shopping, updated and enjoy the new offers of merchants. Extremely maximizing marketing ROI and increasing sales of your organization.
- Notification Mobile Alerts: Inform and update customer with payment dates, new services and offers with Huge saving on SMS Cost using Mobile Alerts as an economical alternative.
- Special Treatment for your VIP Customers the minute they walk into your branch.
- Auto Detection of Walk in Customers using iBeacon Technology.
- Branch Interaction Survey After customer leave and power branch analytics.



https://ebseg.com/Customer-Assistance-Solution.html



10- Patient Assistance Solution

- eBSEG Patient Assistance Solution for Hospitals
- Now you can get appointment even before reaching the clinic just through the Mobile App. In addition, an appointment Number to avoid crowd.
- The customer able to book 1 Mobile appointment at a time and Cancel appointment from Mobile App.

How it works?

- find hospital/doctor location faster by list, map or selecting area then chose y our favorite.
- check hospital/doctor details and schedule.
- Get a Mobile Ticket Number
- See selected clinic & doctor Live queuing Details
- confirm or cancel booking
- See the currently Served Ticket Number
- View current queue number with the doctor and Updated with the queue number



https://ebseg.com/Patient-assistance.html



eBSEG Achievements

The variety of eBSEG digital solutions helps to gain international recognition, winning awards through its successes in the financial solution industry.





MARKETING TEAM

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Thank you