

## Administrative Services

# Enable your teams to be more efficient and effective

An Intelligent Banking platform that helps your teams provide exceptional service to your customers.



## Why it matters

Most servicing challenges aren't caused by people but by outdated tools and fragmented processes that force staff to work around inefficiencies.

When this happens, customers wait longer, errors increase, and the cost-to-serve rises.

Candescent's Administrative Services strengthen the operational backbone that supports every customer interaction. These capabilities automate routine tasks, streamline servicing workflows, and reduce errors — helping teams deliver faster, clearer, first-time-right resolutions with confidence.

With the right tools, institutions don't just solve service bottlenecks — they elevate the entire customer experience.

## Core outcomes



**Faster**, first-time-right service.



**Lower** cost-to-serve through automation.



**Stronger** compliance and auditability.



**Higher** employee productivity and efficiency.



**Better** customer experience and loyalty.



## The Experience

Employees work through smoother, more organized days with instant access to documents, pre-filled forms, guided workflows, and automated processes.

Tasks move forward without guesswork, errors decrease, and resolutions happen faster. Servicing feels easier, more efficient, and more in control for staff.

## Why this is different

Manual workflows increase cost to serve, risk, and inefficiency. Candescend automates processes to deliver faster, first-time-right service, stronger compliance, and higher productivity.

### Faster

support during high-volume periods<sup>1</sup>

### Reduced

friction across channels<sup>1</sup>

### Adaptable

extensible, unified tools<sup>1</sup>

### Stronger

employee efficiency with fewer manual steps<sup>1</sup>

## Value for the institution

- **Streamlined operations** with automated workflows.
- **Lower cost-to-serve** through fewer errors and rework.
- **Stronger compliance** with governed templates and audit trails.
- **Higher staff productivity** from faster access to data.
- **Better customer experiences** driven by quicker, clearer, first-time-right service.

## Value for members & customers

- **Faster, smoother service** with fewer delays.
- **More accurate documents** that reduce errors.
- **Simpler digital experiences** with pre-filled data and e-signing.
- **Quicker resolutions** with instant access to information.
- **Greater trust** through consistent, timely communication.

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Working with Candescend, we can provide a more adaptable, future-ready banking experience.<sup>2</sup>

**Jim Slocum**  
CIO, OneUnited Bank

**Deliver personalized, elevated experiences. Lead with Candescend.**

For more information, visit us at [candescend.com](https://www.candescend.com) or contact your digital strategy manager.

<sup>1</sup> Candescend Insights — “Extensibility: The Secret to Connected Customer Experiences and Continuous Innovation” (featuring Jim Slocum, CIO). <https://www.candescend.com/insights/extensibility-the-secret-to-connected-customer-experiences-and-continuous-innovation>

<sup>2</sup> OneUnited Bank Case Study <https://info.candescend.com/OneUnited-Case-Study.html>



**candescend**

Atlanta, Ga.-based Candescend is the largest independent digital banking platform in the United States. With a comprehensive, digital-first product suite, Candescend drives success for its financial institution clients by delivering a seamless experience that elevates and connects digital and physical banking channels. Candescend currently serves more than 1,300 banks and credit unions representing nearly 30 million registered users. For more information, visit [www.candescend.com](https://www.candescend.com).