

MEMBER PROFILE

COLM DOWD
HEAD OF REGTECH, ENGAGE HUB



Engage Hub is the data-driven journey orchestration and contact centre automation company. Their latest solution, RegSolv, enables organisation in FS to grapple with the complex landscape of regulations to accommodate various regulatory frameworks while maintaining accuracy and consistency.

THE PROBLEM

At Engage Hub, we understand to challenges you face – from data silos to legacy systems and everything in-between.

We know that overcoming regulatory challenges require a combination of technological innovation, adaptive solutions and collaboration between RegTech providers and financial firms.

HOW WE SOLVE IT

Our RegTech solution, RegSolv, seamlessly connects, automates and tracks regulatory change management requirements from horizon scanning through to execution. Leveraging data partnerships, pioneering technologies like journey mapping, orchestration and analytics, it streamlines processes and empowers compliance teams to reclaim valuable time.

For more on RegSolv, [visit our website](#) or [watch this video](#).

OUR CUSTOMER IMPACT

- Migrate risks and protect stakeholders
- overcome data silos and legacy systems challenges
- focus on connecting regulatory journeys from source to execution
- Enable provide proactive approach to navigating the ever-evolving regulatory landscape
- Deliver the highest compliance standards to help meet regulatory obligations.

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CASE STUDY



The Pension Regulator (TPR) – As part of its continuous improvement strategy, The Pension Regulator (TPR) partnered with HGS UK and Engage Hub to deliver a feedback platform that elegantly complements the customer journey and more importantly, provides data to improve CSAT insight.

The Challenge

TPR needed to investigate options for obtaining customer feedback insight and improve the survey collection process. Traditionally, TPR collected the feedback interview service between advisor and customer which proved to be no longer feasible way to collect valuable data for CSAT insight and improvement.

The Solution

Through partnership with HGS UK, TPR was able to avail of Engage Hub's immediate and automatically triggered survey solution. This would allow TPR to learn more about a customer's experience by surveying them straight after the interaction, improving the customer's recall accuracy and providing real-time insights for the contact centre team.

Additionally, using Engage Hub's Customer Journey Tracker, TPR was able to see map, track and optimise the performance of feedback gathering.

The Result

Whilst the Customer Journey Tracker acts as the orchestrator, the big benefit has been real-time data from across all touchpoints and channels. The visual dashboard makes the most of all survey interactions in one, unified view.

Client Testimonial

Joe Walker, Service and Performance Manager, at TPR says:

"At The Pensions Regulator, we are extremely proud of our contribution to the success of the roll-out of workplace pensions auto-enrolment over the last ten years. To optimise customer experience, we were keen to review how we gathered customer feedback. Once Engage Hub's Customer Journey Tracker had been refined to meet our requirements, we've now seen the number of customer feedback surveys generated increase greatly, which has enabled us to refine our processes and so improve the customer experience."

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