Client Success Story

European BFSI Firm



How Altumind Transformed European BFSI Firm Partner Portal for Seamless User Experience and Efficiency

Industry:
BFSI and Finance

Solution:
Corporate Website Redesign

Client Overview

Founded in 2010, this European BFSI firm is a European multinational dedicated to bridging the financial gap that prevents businesses from accessing cutting-edge technology. Through its innovative Product-as-a-Service model, the firm offers businesses flexible access to essential tools and equipment without the financial burden of outright ownership.

To streamline their operations and enhance the user experience, the firm sought to revamp its Partner Portal, making it more intuitive and efficient for sales teams and partners alike.

Quick Facts

- **40%** Faster Task Completion
- **10x** Faster Service Delivery
- **90%** User Satisfaction

Challenges

The firm's existing Partner Portal was plagued by inefficiencies that hampered productivity and user satisfaction. The interface was difficult to navigate, resulting in frequent frustration among users. Sales representatives and partners struggled with a non-intuitive design that complicated workflows rather than simplifying them. Additionally, their reliance on a manual contract process not only led to errors and inconsistencies but also caused significant delays in service delivery. The absence of automation further amplified these inefficiencies, increasing the likelihood of human mistakes. To make matters worse, poor mobile responsiveness limited accessibility for the sales team, restricting their ability to work efficiently while on the go.



Our Solution

Recognizing these challenges, Team Altumind embarked on a holistic redesign journey, integrating technology with user-centric design to deliver a transformative experience. Our goal was to create a portal that not only met functional requirements but also enhanced engagement and efficiency.

Key Enhancements:

- **Intuitive Interface:** Streamlined navigation for effortless access to critical information.
- **Enhanced User Experience:** Optimized workflows and user journeys for a seamless experience.
- **Modern Typography:** Implemented Open Sans for improved readability and reduced eye strain.
- **Professional Aesthetics:** Used a dark cyan and light gray color scheme to reinforce brand identity.
- **Responsive Design:** Ensured seamless usability across desktops, tablets, and smartphones.
- **Process Automation:** Digitized contract processes, significantly reducing service delivery times.
- **Smart Training Integration:** Implemented a user training program for smooth adoption.
- **Proactive Support:** Provided ongoing technical assistance and updates for optimal performance



The Implementation Journey

At Altumind, we believe in designing solutions with the end-user in mind. Our approach was structured around four key phases. We began with an in-depth analysis of user flows and needs, conducting interviews with sales teams and partners to identify major pain points and inefficiencies.

Next, we adopted an iterative design process, refining the portal through prototyping and real-user testing to align with both business goals and user needs. A major focus was placed on responsive design implementation, addressing the challenges of mobile usability to enhance productivity for sales teams on the go. This ensured that users could access the portal seamlessly from any device without disruptions in experience.

Finally, we streamlined operations by digitizing manual contract handling, reducing service delivery times, and minimizing errors through automation, boosting efficiency.



Testimonial

Our collaboration with Altumind has been absolutely stunning, and their product delivery management is done with utmost professionalism and precision.

-Sales Director,
European BFSI Firm

Results

The redesigned Partner Portal showcases Altumind's expertise in UI/UX transformation, delivering a seamless experience and improved operational efficiency. Enhanced navigation and automation accelerated task completion by 40%, while digital contract automation expedited service delivery by 10x.

A more intuitive interface and improved accessibility led to 90% user satisfaction, driving higher adoption rates. The responsive design resulted in a 50% increase in mobile usage, enabling partners to engage effortlessly across devices. Additionally, automation reduced errors by 30%, ensuring greater data accuracy and consistency.

Key Transformative Solutions Delivered by Altumind

- Intuitive Partner Portal with streamlined navigation and enhanced accessibility
- Automated contract processing for faster service delivery and reduced errors
- Mobile-optimized responsive design for seamless on-the-go access
- User-centric interface tailored to sales teams' workflow efficiency
- Advanced process automation to minimize manual interventions
- Ongoing technical support and user training for smooth adoption

Empowering Businesses with Digital Innovation & Human-Centric Solutions

Altumind is a digital solutions powerhouse committed to helping businesses thrive in today's ever-evolving digital landscape. We bring together cutting-edge technology, data-driven insights, and human-centered design to drive impactful digital transformation.

As a strategically, we deeply understand your business challenges, leveraging AI, RPA, and cloud computing to craft tailored solutions that maximize ROI, streamline operations, and deliver measurable growth.



Experience Design

Crafting intuitive user experiences that enhance engagement and drive customer satisfaction.



AI & Automation

Leveraging AI, RPA, and advanced analytics to optimize operations and enhance decision-making.



Cloud Solutions

Empowering businesses with cloud-native architectures for scalability and efficiency.



Data Analytics

Transforming raw data into actionable insights to drive informed decision-making.



Digital Strategy and Consulting

Guiding businesses in their digital transformation journey with strategic planning and execution.



Technology and Engineering

Building scalable and robust digital platforms, including web and mobile applications.



QA & Testing Services

Ensuring seamless functionality, security, and reliability through rigorous testing processes.



Digital Marketing

Enhancing brand visibility with targeted strategies, SEO, and data-driven marketing campaigns.



Managed Operations

Providing end-to-end operational support to streamline workflows and boost productivity.



Cybersecurity

Strengthening security through proactive threat detection, risk management, and compliance.

Book a Free Consultation

Here's Why Altumind is a perfect fit for you too:

- Comprehensive digital solutions spanning experience design, AI-driven automation, and cloud transformation.
- Scalable and customizable technology tailored to unique business needs.
- AI, RPA, and analytics-driven automation to enhance efficiency and decision-making.
- Cloud-native architectures and digital solutions designed for global scalability.
- Expert-led implementation and post-deployment support for seamless execution.
- Integrations with enterprise systems ERP, and e-commerce platforms.
- Adaptive talent solutions with Altumind Agiliti to access the right expertise at the right time.

Accelerate your digital transformation with expert-led innovation and next-gen technology.

Get Started →

