



## Tatra Banka - Integration to the Register of natural persons

Unicorn and Tatra Banka builds their partnership in implementation new application and improvements of existing applications, support and service of various key applications. More than 18 years we are delivering for Tatra Banka software solutions, IT technology specialists as well as consultations and methodology supported by selected tools. Thanks to our vast experience and open minded attitude we bring Tatra Banka added value and ability to flexible react on needs of local market



### Success story

The subject of the request was the integration of Tatra banka's customer management system with the shared services of the state Register of Natural Persons, which provides information on the personal data of citizens of the Slovak Republic. The project itself was divided into two parts and implemented in two phases. Technically, two new, independent, independently deployable modules were created in the existing application

- Module for batch data processing
- Module for online queries

In the first phase, we brought integration to batch services, which allowed Tatra banka to automatically update personal data such as name, title, ID number, permanent address and others when they change. Tatra banka clients no longer need to visit a branch when changing their ID card or permanent residence. Tatra banka will retrieve all the data automatically. The change also has a positive impact on Tatra banka's branch network itself, which has been relieved of the bureaucratic tasks involved in manually updating clients' personal data in banking systems. Another use of automatically updated personal data is, for example, in the case of stolen ID cards, where timely information about their theft can prevent the misuse of ID cards for various frauds.

Subsequently, in the next phase, we extended the integration to online services used by Tatra banka in the onboarding process of new clients. The data of clients established via the Mobile App or Internet Banking are automatically retrieved or verified via the Register of Natural Persons, which speeds up the entire onboarding process, prevents frauds and minimizes any mistakes in manual data filling. The solution also included the replacement of the old integration for ID card validation with a new integration against the shared services of the Register of Natural Persons.

#### The opinion of Tatra Banka's representative

At Tatra banka, we are constantly looking for ways to bring the highest possible standard of services to our clients, which is why we are constantly investing in modern technologies and innovative solutions.

Unicorn has successfully integrated our customer management system with the shared services of the State Register of Natural Persons. Thanks to the developed solution, we have automated the updating of personal data of existing clients, accelerated the onboarding of new clients and reduced the possibility of potential fraud.

I rate the mutual cooperation with the solution team as professional. Personally, I am glad that we have jointly implemented these rather complex projects in the defined quality and delivered the benefits of integration to the Register of Natural Persons to Tatra banka's clients.

In Bratislava, 25.09.2024

**Richard Novák**, Head of Omnichannel Services Department, Tatra banka a.s.



Tatra Banka moves boundaries of banking. The bank adopt new technology trends always as the first in Slovak Republic thus brings innovations into banking products and services. Thanks this attitude, Tatra Banka provides exceptional user experience and finance comfort for its clients who cares much on what institution and how it takes care of their money. Since its found 1990 Tatra Banka is international awarded on regular basis for its services. Tatra Banka is considered as leader on Slovak bank sector in terms of personal and corporate financial and private banking.

