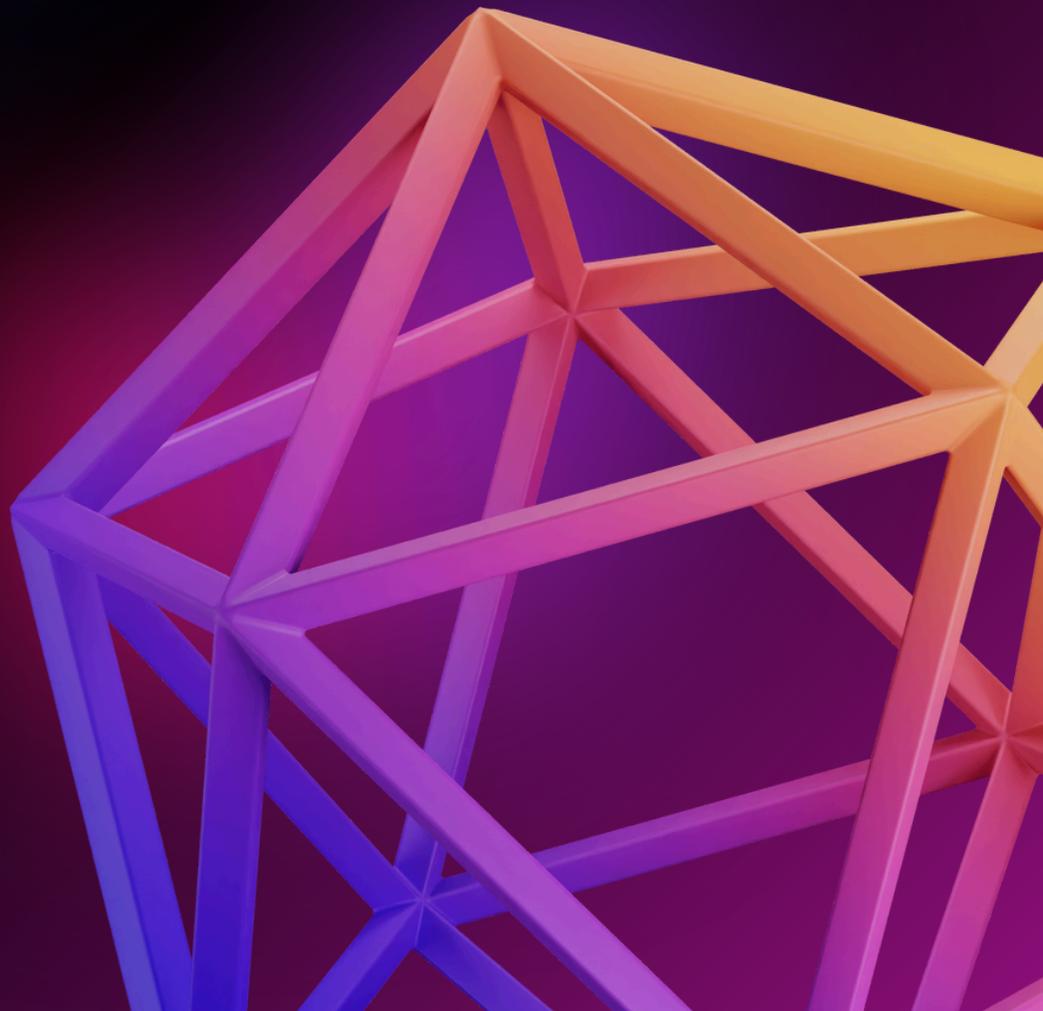


M&A Connect

M&A Connect is a powerful AI-driven solution designed to enhance existing and new member communication, streamline systems integration, maintain employee morale and productivity throughout the transition.

M&A Connect supports you throughout the merger and acquisition proceedings from pre-merger to day-one readiness and beyond.



Merger & Acquisition with Eltropy

What's Included?



Text



Video Banking



Lobby
Management



Appointment
Management



Secure Chat



AI Agents



AI Assistants



Reputation Management

PRE-MERGER

Member Surveys

Automate member surveys to gather feedback on the proposed merger using **1:1 and 1:Many Texting**. Text messages have a **40X higher response rate** than other communication methods, helping you understand member sentiments effectively.

Proactive Member Communication

Inform members about the merger's benefits and address concerns about service continuity, policy changes, and account access through **1:1 and 1:Many Texting**. Maintain consistent communication across diverse member groups with **Multi-lingual, Pre-built Text Templates**.

MERGER

Promote Merged Entity

Boost the new entity's search engine visibility by collecting positive Google reviews via **Reputation Management**. Welcome new members with personalized messages and offers using **1:1 and 1:Many Texting**, seamlessly integrated with your marketing tools.

24/7 Support & Assistance

Offer 24/7 support for member inquiries during and after the merger using **AI Chat and Voice Agents**. Enable **Secure Chat** for easy access to merger-related information like FAQs and new account details, with the option to transfer complex queries to your team.

DAY-ONE READINESS

System Consolidation

Streamline operations and reduce Total Cost of Ownership (TCO) by consolidating vendors across merged entities. Eltropy integrates with popular systems including **Core**, **LOS**, **Marketing**, **OLB**, **AOS**, **Collections**, **Payments**, and **Fraud** solution providers.

Training & Onboarding

Reduce onboarding and training time for the merged workforce with **AI Assistants** that can organize information such as training materials, updated rules, guidelines, and procedures across entities for fast and easy access.

POST-MERGER

Branch Optimization

Transform every branch into a full-service branch by offering access to any service or expert through **In-branch Video**. Use **Lobby and Appointment Management** to manage branch traffic effectively with remote check-ins, next-in-line alerts, and live updates. Use insights to optimize staff utilization and member experience from lobby traffic, appointment volumes, and service requests.

Member Experience Optimization

Provide members with the convenience of remote account opening, check deposits, and more through **Video Banking with eSign**, **real-time ID verification**, and **video check deposit**.

Monitor member satisfaction, service adoption, and operational performance using Eltropy's real-time and historical data analytics.

Employee Experience Optimization

Enhance your team's efficiency by automating routine query handling with **AI Agents (Chat & Voice)**.

Provide quick access to critical information through **ChatGPT-style interfaced AI Assistants**, reducing time spent on document searches and query resolution.

Supported Integrations

Core	Lending	Collections	AOS	AI	Digital Banking
					
Marketing & CRM	Reviews	E-Signature	Call Center	Payments	Bring your AI
					

Quick Implementation

Start using Eltropy for a seamless transition and increased efficiencies during merger and acquisition with white-glove training & support.

Get Started Today

team@eltropy.com