

# Digital Transformation for Financial Services

Award winning solutions from MBS

# Premier Digital Transformation Partner

MBS are **multi-award-winning digital transformation specialists** who turn complex regulatory, operational and client-experience challenges into **practical digital solutions**.

We help **future-proof** your digital ecosystem and give business leaders the insight, clarity and **ongoing ROI** they expect from their technology, enabling **better, faster decisions across the organisation**. Our solutions let your teams work smarter, serve clients better, keeping risks and costs tightly controlled whilst at the same time adding value to your business.

MBS serves **300+ organisations in 49 countries**, with deep experience in **trust and corporate services (TCSPs)**, wealth management, and other core regulated sectors. As an **ISO 27001-accredited** provider and **Premier Laserfiche Partner for EMEA**, we help regulated firms modernise their operations with secure, scalable technology.

## The pressures on financial services

Firms across the sector are facing a similar set of challenges:

- Rising **regulatory expectations** and evidential burden around CDD, KYC, FATCA/CRS and ongoing monitoring.
- Clients expecting **frictionless, digital journeys** comparable to consumer banking and fintech apps.
- **Manual, email and spreadsheet-driven workflows** that are slow, error-prone and hard to oversee.
- **Talent and recruitment pressures**, with skilled staff spending too much time on low-value admin.
- Fragmented legacy systems that make it difficult to get a **single, trusted view** of clients, entities and risk.

MBS helps organisations respond to these pressures by building **connected, audit-ready digital operating models** that enhance revenue, client and user satisfaction and control risk.



# The MBS Digital Stack

At the heart of our offering is a **cohesive digital stack** that can be deployed step-by-step

## Laserfiche® Digital Content & Process Platform

- Market-leading platform for **document management, electronic forms and workflow automation**.
- Secure, cloud-ready repository for all content – documents, email, audio/video, structured and unstructured data.
- Low/no-code tools let business teams design and maintain processes without heavy IT build.

## EXCAPSULA Ready-Made Digital Operations

- A suite of **configurable process solutions** designed with TCSPs and wealth managers.
- Client Onboarding, FATCA/CRS Classification, Payments Management, Client & Entity Risk Assessments, Client Accounts Management and more.
- Provides **pre-built best practice** so you start from a working blueprint rather than a blank page.



## MBS Connect - Integration Hub

- A secure integration hub that connects **Laserfiche, Excapsula and your core systems** (e.g. Quantios NavOne/Core, CRM, screening tools).
- Shared connection and integration profiles support **multi-jurisdiction and multi-entity** environments.
- Rich monitoring, dashboards and event logs support operational control and audit.



## Surrounding Ecosystem

We also integrate and support a range of complementary technologies:

- **Docusign** – secure e-signatures embedded into your onboarding, approvals and contract processes.
- **Objective Connect** – Secure client portals to exchange documents and information with clients and intermediaries safely.
- **Email Manager** –comprehensive email filing solution integrated into Outlook, enabling auditable and traceable correspondence storage.

Together, these components give you a **single, extensible platform** for transforming both client-facing and internal operations.



# Award Winning, Multi-disciplinary Delivery Team



At the heart of MBS' success is the **award-winning team**. Every individual provides **decades of experience and capability**, ensuring our clients receive the technical solution, **care and continual guidance** that best leverages their needs.

Our specialists have led **complex**, IT-enabled change for regulated financial services firms **across the globe**, including trust and corporate service providers, wealth managers and fiduciary businesses, **combining board-level advisory skills with hands-on engineering capability**.

This blend of strategic insight and technical depth means MBS can **quickly understand** your operating model, design robust digital processes, and **deliver solutions that work reliably in day-to-day practice**.

## Partners

We choose industry leading partners offering intuitive, cutting-edge solutions, maximising our clients' capabilities and their ROI.



Best in class for AI-driven content and workflow automation



The leading provider of client administration systems to the Trust & Corporate Services sector



The pioneer in digital signature technology and the world's #1 way to sign electronically



The multi-award-winning biometric, e-IDV and compliance software provider

## Clients

MBS partners and delivers transformational services to over fifty financial services business. From firms with over three thousand users, to boutique, specialised wealth managers, high-street building societies, and financial regulators. Below is a small sample of our growing client base.



# Laserfiche® Your Digital AI powered Backbone

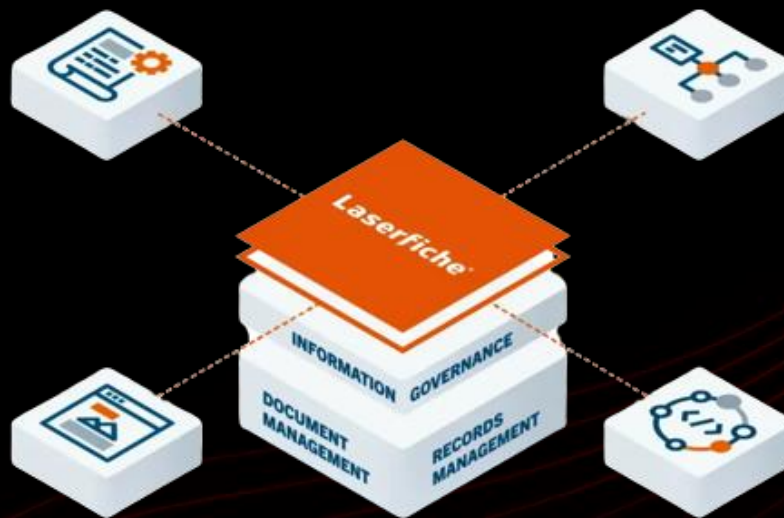
Laserfiche underpins the MBS stack as the enterprise content and process automation platform.

## Capture & Manage

- Central, searchable repository for all documents, emails and records.
- Automated capture from scanners, email, portals and line-of-business systems.
- Records management and retention policies to support multi-jurisdiction compliance.

## Automate & Orchestrate

- Low/no-code workflows to route work, enforce approvals and manage SLAs.
- Forms for onboarding, reviews, payments, HR and more – accessible internally or via portals.
- Full audit trails of every step: who did what, when, and under which authority.



## Integrate & Extend

- Proven integrations with **Quantios NavOne/Core** and other sector-standard systems.
- API-driven connections and tools to integrate with CRMs, ERPs, screening platforms and data warehouses.

## AI & Insight

- Smart Fields – AI assisted capture to extract key data from documents (e.g. IDs, invoices, forms).
- Smart Chat - AI natural language search and document summarisation, without the risk of hallucinations.
- AI workflow design – natural language prompt to auto-build and automate bespoke workflow processes.
- No ad hoc bolt-on's. AI built into the primary user interfaces, directly enhancing individual productivity.
- Dashboards and reports showing workloads, bottlenecks and exception trends.

## Typical outcomes for firms using Laserfiche with MBS:

- **10–30% staff productivity uplift** through faster filing, searching and processing.
- Elimination of **millions of paper pages**, with associated savings in space, printing and archiving.
- Significant improvements in **client responsiveness** and internal oversight.

**Laserfiche®**  
Run Smarter®



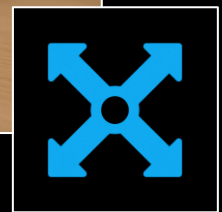
# EXCAPSULA

## Best-Practice Processes, Out of the Box

Excapsula is the award-winning, **digital operations layer** for regulated firms. Powerful, standalone and fully interconnected business-critical processes built into your core platforms and featuring automation & AI solutions.

### What Excapsula is

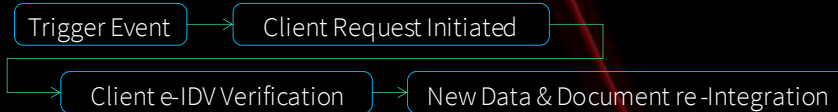
- A catalogue of **ready-made process solutions** ("products") built in Laserfiche forms, workflow, data and reports.
- Designed with TCSPs, wealth managers and other regulated firms to reflect real-world controls and responsibilities.
- Delivered as a supported, evolving library – you benefit from ongoing enhancements and new patterns.



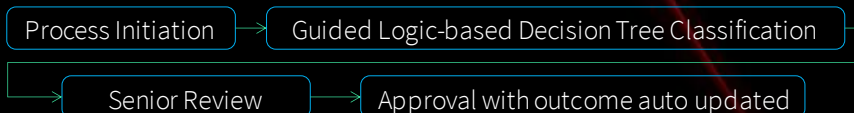
### Solutions & Process Examples



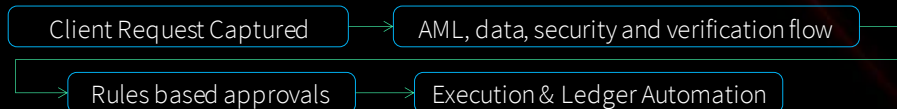
#### CDD & KYC e-IDV



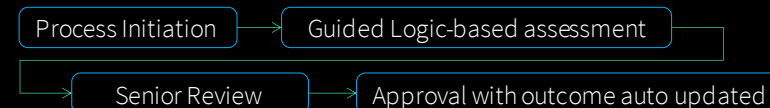
#### FATCA CRS Classifications



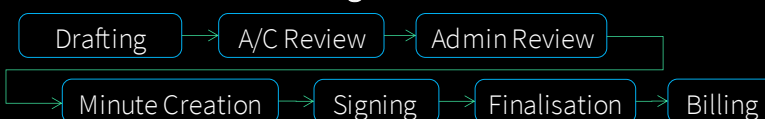
#### Payments Management



#### Client & Entity Risk Assessments



#### Client Accounts Management



### Why Excapsula Matters

Organisations using Excapsula and Laserfiche have reported:

- Up to 70–80% faster processing and onboarding times, improving time-to-revenue.
- 10–30% productivity gains, with less re-keying and chasing.
- Up to 90% reduction in errors and omissions in key processes.

All solutions support **two-way** client and entity data updates, **automated re-entry into core systems**, and **intelligent document classification and filing**. Each includes **dashboards** for live monitoring, reporting, analysis and full **audit trails** across the process lifecycle.

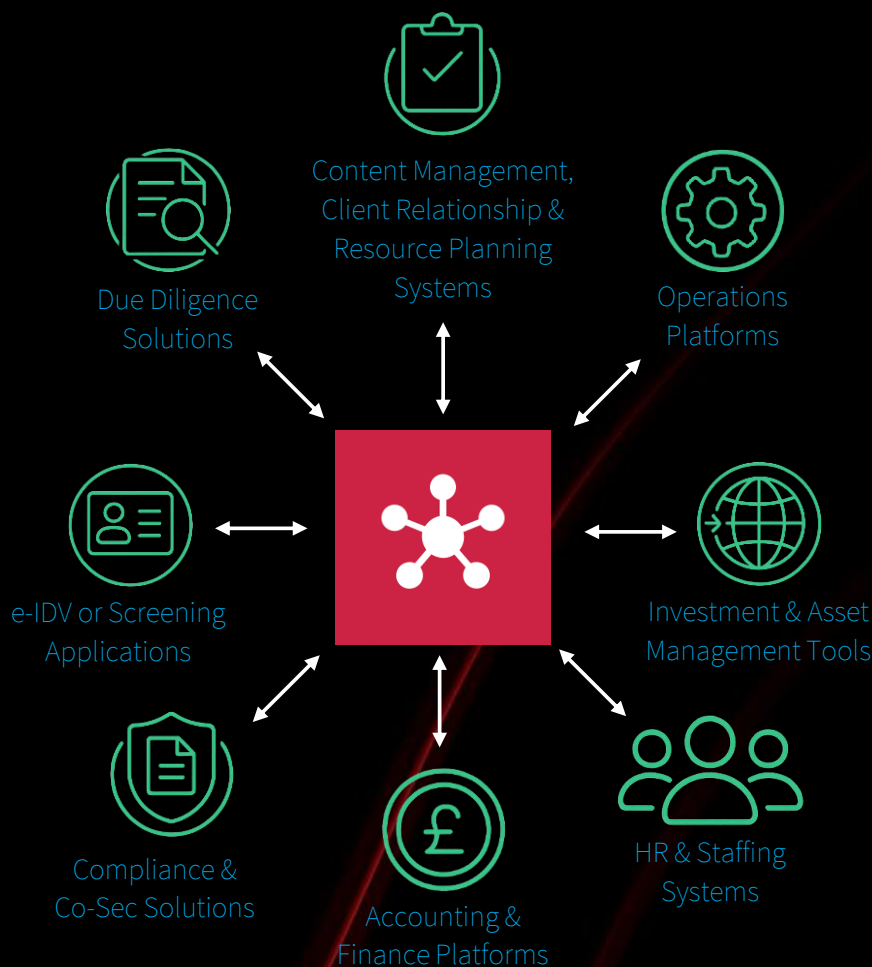
Winner in the Change Management Process & Best Technology Implementation





# Making It All Work Together

MBS Connect is the secure integration hub that lets your legacy platforms and core line-of-business systems talk seamlessly to modern, cloud and AI-enabled solutions. MBS Connect ensures your digital processes don't sit in silos



## Secure by Design

App and API security, optional MFA and alignment with Microsoft 365 identities.

## Resource-centric Design

Connection profiles to Laserfiche, NavOne/Core, CRMs, data warehouses and more.

## Integration Profiles

Reusable patterns that can be cloned per jurisdiction, entity or business line.

## Operational Visibility

dashboards and event viewers to monitor integrations, spot issues early and evidence control.

## Add-in model

New partner systems can be plugged in without rebuilding the core integration framework.

## For multi-jurisdiction TCSPs,

wealth and fiduciary businesses, this delivers a standardised yet flexible integration approach that scales.

## The Business Impact

Across the MBS stack – Laserfiche, Excapsula and MBS Connect – clients typically see:

- **Faster client onboarding** and change handling.
- **Lower operational cost** through automation and reduced manual effort.
- **Stronger regulatory confidence**, with complete audit trails and consistent application of policy.
- **Improved staff experience**, with less firefighting and more time for higher-value work.
- **A scalable, future-proof architecture** that can absorb new systems, regulations and business lines.
- **A better client experience**, with digital interactions that match modern expectations.

## Bringing It All Together

MBS combines **sector insight, proven technology and hands-on delivery** to help you build an operating model that is connected, auditable and scalable. Laserfiche provides the digital backbone, Excapsula delivers best-practice workflows, and MBS Connect ties everything to your existing platforms.

Whether your immediate priority is **client onboarding, CDD/KYC, FATCA/CRS, compliance oversight or multi-jurisdiction and system integration**, we can help you move from concept to measurable results quickly and with controlled risk.

If you would like to explore how these solutions could apply in your organisation, we would be pleased to arrange an initial discussion or a tailored demonstration focused on your specific challenges and priorities.

## Contact

**Rupert Leaton**  
Managing Director  
E: [Rupert@MBS.im](mailto:Rupert@MBS.im)  
T: +44 (0) 1624 610200  
M: +44 (0) 7624 490772

**Chris Corlett**  
Head of Business Development  
E: [Chris.Corlett@MBS.im](mailto:Chris.Corlett@MBS.im)  
T: +44 (0) 1624 610200  
M: +44 (0) 7624 355305

**Andrew Heggs**  
Head of Fiduciary Markets  
E: [Andrew.Heggs@MBS.im](mailto:Andrew.Heggs@MBS.im)  
T: +44 (0) 1624 610200  
M: +44 (0) 7624 477434

MBS - Solutions House, 17a Tromode Estate, Tromode, Isle of Man IM4 4RG

T: +44 (0) 1624 610200 E: [Sales@MBS.im](mailto:Sales@MBS.im) W: [www.mbs.im](http://www.mbs.im)