

## IntelliPact by Black Box for Financial Services

The AI-Driven Executive OS for Enterprise Visibility and Action

### Delivering Unified Intelligence to Strengthen Trust, Compliance, and Real-Time Performance Management

Financial institutions thrive on trust, compliance, and agility. IntelliPact™ by Black Box integrates data from CRM, core banking, trading, and risk systems into one intelligence layer, enabling executives to measure and act on performance, risk exposure, and customer satisfaction in real time. By mapping every process and interaction to profitability and compliance KPIs, IntelliPact bridges technology and governance.

The platform normalizes transaction, fraud detection, and CX data, creating outcome-driven insights tied to efficiency, regulatory adherence, and customer lifetime value.

### From Insight to Action

	Strategic Need	How IntelliPact™ Delivers
01	Strengthen risk and compliance posture	Monitors process and data anomalies to flag emerging risks before they become incidents.
02	Enhance customer trust	Links digital experience analytics with CX sentiment and operational data for a unified trust score.
03	Increase operational efficiency	Automates insight-to-action workflows across compliance, IT, and CX teams.
04	Boost profitability	Correlates operational efficiency with financial KPIs to identify cost-saving and revenue opportunities.

## Core Benefits



20–30% faster compliance reporting cycles.



Increased customer retention and trust through proactive insight delivery.



Improved risk detection and issue remediation speed.



Enhanced profitability through real-time operational alignment.



Cross-silo collaboration between compliance, IT, and CX teams.

## Why Now

The pace of regulatory change and digital transformation demands intelligence that connects performance and compliance. IntelliPact delivers continuous oversight, reducing risk while improving operational and customer outcomes.

## The Power Behind IntelliPact

Black Box powers IntelliPact with secure infrastructure, advanced observability, and AI automation, — helping financial organizations maintain trust, reduce risk, and optimize performance.

Black Box® is the connect-anything, optimize-everything partner. With over 45 years of experience, we deliver comprehensive solutions & services across data center builds, network architecture, connectivity, modern workplaces, cybersecurity, control rooms, and operations support — all designed to prepare clients for whatever future they envision. Our human-centered expertise and strategic approach enables us to help enterprises across finance, healthcare, transportation, and manufacturing transform technological possibility into operational reality.

