



# Why Onboarding Should Be Faster, Smarter and Globally Aligned



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Onboarding isn't just a process; it's a first impression. And in global banking, first impressions matter more than ever. For businesses expanding across borders, the onboarding experience can either accelerate momentum or bring it to a frustrating halt. Delays, duplicated requests, and inconsistent documentation standards don't just waste time; they erode trust.

At IBOS Association, we believe onboarding should be more than a box-ticking exercise. It should be strategic, streamlined, and coordinated, especially when clients are managing multiple jurisdictions at once.

## The Pain of Slow, Disconnected Onboarding

Ask any CFO or international operations lead about banking onboarding, and you'll likely hear the same themes:

- "We had to provide the same documents five times in five countries."
- "The left hand didn't know what the right hand was doing."

- “It took months to get a basic account opened.”

And the cost? Lost time. Missed opportunities. Frustrated stakeholders. Slower market entry. And, in some cases, the decision to switch banks altogether.

## **The Standard Needs to Change**

Clients operating internationally expect better. They want:

- A consistent onboarding experience across borders
- Fewer redundancies and clearer communication
- Accurate timelines that they can plan around
- Confidence that their bank understands both the local regulations and the global context of their business

## **What Smart, Globally Aligned Onboarding Looks Like**

When done right, onboarding should:

- Use shared documentation frameworks across markets
- Minimise rework by passing client data securely between trusted banks
- Set clear expectations up front—including what’s needed, when, and from whom
- Offer a dedicated point of contact who understands the full scope of the client’s business
- Allow clients to launch faster, with less internal strain

## **How IBOS Makes This Possible**

At IBOS, our member banks don’t operate in silos. They collaborate from the start, aligning onboarding processes, sharing client documentation securely, and ensuring a smooth handover between regions. This means that when a client moves from working with an IBOS bank in one country to another market, they don’t start over. They continue the relationship with consistency, speed, and trust.

## **Why Faster, Smarter Onboarding Benefits Banks Too**

Improved onboarding doesn’t just help clients—it drives efficiency and growth for banks:

- Less time spent chasing documents
- Fewer onboarding errors and delays
- Higher client satisfaction
- Stronger long-term relationships
- Faster revenue recognition

It’s not just about doing things faster; it’s about doing them better.

## **Final Thought**

In today’s fast-paced global economy, onboarding is a competitive differentiator. The banks that prioritise speed, intelligence, and alignment are the ones that win and retain international clients. At IBOS, we’re setting a new standard that proves what’s possible when banking works together.

## About the Author



**Manoj Mistry**  
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Manoj Mistry is the Managing Director of IBOS Association. With over 35 years of work experience in financial services across Europe, North America and APAC, he has developed strategic business models for Regional Financial Institution Coverage, Global Custody Product Development and Strategic Relationship Management.

Manoj has created holistic commercial strategies shaped by effective risk management, together with a deep understanding of income, cost control and governance imperatives – thereby enabling growth while overcoming potential regulatory roadblocks.

He builds and retains strong, collaborative business relationships; is a trusted partner to highly demanding global C-level leadership, and enjoys an extensive network with a broad spectrum of financial services industry professionals.

Leading from the front, Manoj has developed high-performing teams; putting colleagues and customers first to drive long-term strategic business goals while displaying integrity, creativity, and actively up-skilling and mentoring of junior colleagues.