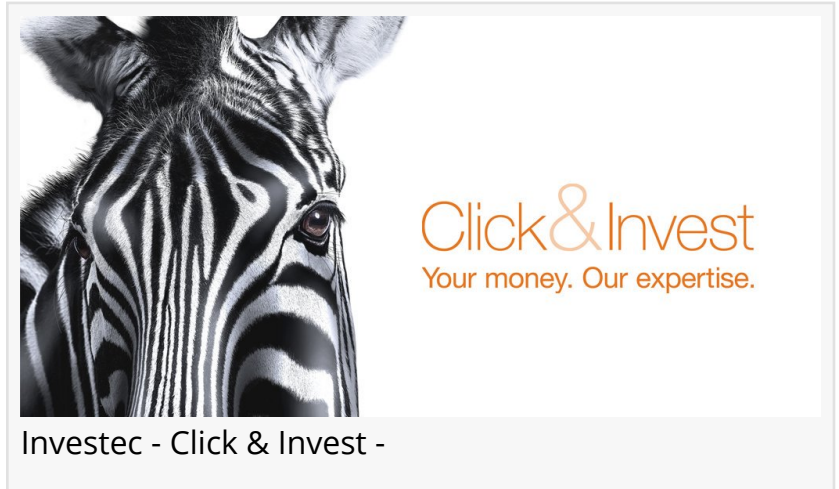


# Investec Click & Invest Partners with Glassbox

*Enhancing Their Online Journey and Client Experience Through Real-time Monitoring and Big Data Analytics*

LONDON, UNITED KINGDOM,  
November 27, 2018 /

EINPresswire.com/ -- Investec Click & Invest, the online investment platform, today announced it has partnered with Glassbox, the digital customer management experts, to enhance its client journey and deliver exceptional service. Glassbox software enables Click & Invest's client service team to monitor a client's journey in real time, to help with user difficulties, gather insights, and to enforce regulatory monitoring requirements in a non-intrusive way.



Click & Invest, part of Investec Wealth & Investment, was launched in June 2017 and offers high quality investment management combined with an easy to use and convenient online experience. Click & Invest is uniquely positioned to create and actively manage investment portfolios that are specific to a client's attitude toward risk, helping them achieve their investment goals.

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We believe that with Glassbox, we are able to enhance the client experience, allowing us to deliver a high-quality service.”

*Stewart Teague, Head of Operations, Investec Click & Invest*

Stewart Teague, Head of Operations for Click & Invest comments “we understand that, for many, an online experience can feel impersonal, especially when investing your hard-earned money. For us to have a clear view of the journeys that our clients are taking and the difficulties they may be facing, in real time, Glassbox allows us to help the individuals overcome any online hurdles. And secondly, the

ability to review activity from a compliance perspective is important and adds an element of reassurance for the client, whilst not compromising any personal data. We believe that with Glassbox, we are able to enhance the client experience, allowing us to deliver a high-quality service.”

Glassbox offers a sophisticated system that varies the level of access Click & Invest staff have, depending on the business requirement. The ability to remove sensitive client information allows the system to perform a number of important functions from monitoring a client journey to regulatory monitoring. “As one of the market leading big data solution providers, we are proud to be selected by Click & Invest to help them continuously improve their digital service and create a unique investment management experience for their clients” said Yaron Morgenstern, CEO, Glassbox.

About Investec Click & Invest

Investec Click & Invest is an actively managed online investment service for UK residents with £10,000 or more to invest. With Click & Invest the aim is simple; to make investing as

straightforward and transparent as possible, through intelligent investment advice that's specific to an individual and their investment goals.

A team of dedicated Investment Managers, supported by an in-house Research Team will create and manage an investment portfolio on behalf of investors, which is specific to them and their investment goals. These teams constantly analyse the markets to make investment decisions, and select the best funds from the whole of the investment market with the aim of outperforming the market to deliver returns for clients.

For clients, staying up-to-date with how their investments are performing is easy. They can simply log into their account online, use the Investec App, or contact the dedicated Click & Invest client support team who are available 24/7, 365 days a year.

Click & Invest Limited is part of Investec Wealth & Investment Limited and the wider Investec Group, who between them have over 180 years of experience managing client investments. IW&I manages over 39.4 billion\* in the UK and has 15 offices across the UK.

\*FUM as at 30 September 2018

Information on Investec Wealth & Investment ("IW&I")

Part of the Investec Group, IW&I offers wealth management and investment services to private individuals, charities, trusts, international clients and financial advisers.

Services offered by IW&I in the UK include:

- Discretionary and advisory investment management
- Fully comprehensive financial planning capability
- UK and international multi-currency investment portfolios
- Tax, pension, ISA, estate and succession planning
- Onshore and offshore capabilities

In the UK, IW&I is authorised and regulated by the Financial Conduct Authority (FCA).

For more information on IW&I in the UK visit [www.investecwin.co.uk](http://www.investecwin.co.uk)

The value of your investments can go down as well as up and you may not get back the full amount invested. Your capital may be at risk.

About Glassbox Digital

Glassbox empowers organizations to manage and optimize the entire digital lifecycle of their web and mobile customers. By leveraging unparalleled big data, behavioural analytics, session replay, free-text search and application monitoring capabilities, Glassbox enables enterprises to see not only what online and mobile customers are doing but also why they are doing it. Most importantly, Glassbox informs and facilitates action based on those insights that can lead to enhanced digital customer journeys, faster customer dispute resolution, improved regulatory compliance, and agile IT troubleshooting. Glassbox's solutions are used by medium to very large enterprises mostly in the financial services and insurance industries as well as travel, leisure, telecommunications and retail. Learn more at [www.glassboxdigital.com](http://www.glassboxdigital.com)

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