

## FUSION DIGITAL BRANCH SOLUTION

# One Integrated Digital Solution for Branch Transformation



Heavily banked markets, such as the US, expect to have at least 20% fewer branches by 2020, and this trend continues to accelerate.”

Retail Banking 2020: Evolution or Revolution?, PwC

## Delivering an in-branch banking service on a par with your customers' digital expectations

The face of banking is undergoing a radical transformation. Branch numbers continue to decline, and those remaining are likely to take on many forms: from information, advisory and engagement hubs, to smart kiosks offering service, sales, cash and video contact.

Industry leaders will rapidly improve their footprints, reduce branch sizes and costs, and introduce new models. However, to successfully achieve this new approach, challenges will have to be overcome.

With increasing numbers of customers opting for digital channels, 62% of banks see the decline in branch footfall as an imperative for transformation. This reduction in branch visits is exacerbated by inconsistency across online, mobile and branch experiences, creating a poor cross-channel customer experience.

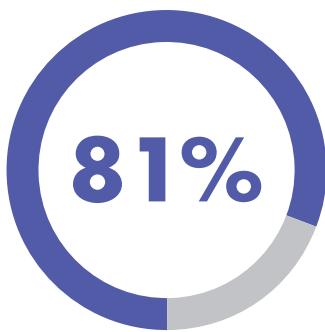
Coupled with a lack of integration with other systems, the in-branch user experience is no longer on a par with customers' digital expectations.

With the decline in use of branches, high running costs and fragmented branch systems, keeping non-performing outlets open is having a substantial impact on banks' cost-to-income ratios. It is therefore crucial to simplify and optimize branch operations to improve efficiency and drive growth.

Fragmented branch applications block a real-time view of customer information, leading to missed opportunities, loss of revenue, and poor customer experience. Greater insight empowers informed in-branch advisory services, creating both cross- and up-sell opportunities.

# Transformation is Required to Keep Pace with Demand for Direct Banking

**Driving the transformation process will require a combination of innovation, process optimization and an increased focus on customer experience**



81% of banks see branch channel transformation as an imperative

## **Improving Customer Experience**

Consumers today are looking for an omnichannel experience. It is therefore essential that banks provide uniformity across online, mobile and branch networks to deliver consistency. Improving service levels in this way adds value to customer relationships by offering the right product at the right time, while also reducing administration costs.

## **Optimization Drives Growth**

To achieve this consistency, banks are looking to modernize their digital channels through the strategic replacement of customizable applications and infrastructure that integrates with existing legacy systems.

With a solution that offers end-to-end branch capabilities, banks will achieve both lower total cost of ownership (TCO) and increased return on investment (ROI). This connected approach will also deliver real-time actionable customer information to ensure customers are offered the most relevant products and services as and when they are needed.

## **Driving Innovation**

Adopting a modern, digital platform will enable banks to innovate by leveraging connected systems to drive efficiency and boost customer satisfaction.

By moving away from the traditional branch transaction concept, banks will empower their staff to adopt a more advisory role. They will be able to act quickly on customer information to drive sales and provide the right product at the right time by quickly identifying up- and cross-selling opportunities.

Finastra's integrated digital branch solution will enable you to:

- Simplify and optimize your branch operations to improve efficiency and drive growth
- Provide your customers with a better experience and a consistent journey across all digital channels
- Deliver added value to your customers by offering in-branch advisory services to promote cross- and up-selling opportunities

Successful banks in future will be those that organize their business processes around their customers. Finastra's branch solution gives you the tools to achieve this goal.

## Taking a closer look at Finastra's integrated digital branch solution

### Finastra's Teller

This is a modern branch transaction application that delivers a seamless and highly personalized service that is reliable, efficient and ensures a low TCO. A centralised view makes it easy for a bank to manage its cash position. Teller can be monitored and managed from a central point, with no need for separate servers in each branch. With Teller you can build and clone transactions to launch new functionalities faster than your competitors.

### Finastra's Tap to Transact

Tap to Transact is a unique queuing solution that transforms the in-branch experience. Rather than queuing to speak with a teller, customers register their arrival and enter their transaction via a tablet or kiosk, or schedule an appointment. As the customer has already entered the account number and transaction type, time spent at the counter and manual errors are reduced.

### Finastra's Party

Finastra's Party ensures a smooth onboarding process. It supports a configurable KYC checklist and deduplication validation. Separate models for enterprise and personal parties are available, as well as user-defined fields for bank and specific regulatory requirements. The Party application has dedicated screens to capture financial, bank classification, relationships, addresses and tax details.

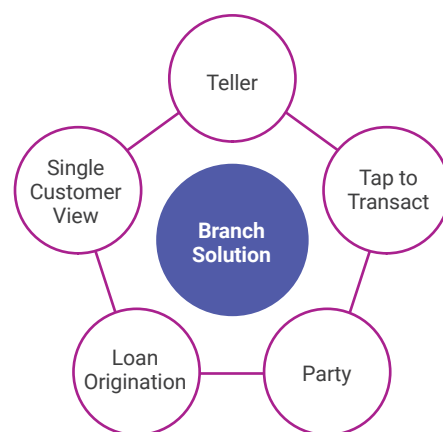
### Efficient Loan Origination

This improves profit margins. You can track and monitor the offers made, and offer acceptance and loan establishment events. Automated notifications can be triggered to loan applicants, reminding them of key deadlines and loan expiry dates—to increase sales from application.

By doing away with manual processes, Loan Origination accelerates time-to-close, and reduces the cost to serve and the number of terminated applications. By structuring and simplifying the decision-making process, Loan Origination reduces risks, with the flexibility to use manual intervention.

Teller comes pre-integrated with Single Customer View, designed to increase your in-branch cross- and up-sell potential. It provides a 360 degree view of the relationship that any customer, prospect, or 'party' has with your bank. Teller gives customer-facing branch staff all the information they need for a relevant and targeted conversation with customers. Teller displays a customer's basic information, overall position, accounts held and loan application status and the sales prompts draw the teller's attention to sales leads.

Finastra's integrated solution with its open platform ensures quick and easy implementation. Consistent technology throughout provides maximum operational efficiency, leading to a better customer experience through the seamless integration of multiple system applications:



### A Closer Look at Finastra's Integrated Digital Branch Solution

#### Better Customer Experience

Teller optimizes seamless in-branch services that boost customer satisfaction, while Tap to Transact enhances customers' in-branch experience through innovative digital channels (e.g. kiosks, tablets, etc.). By using Loan Origination, banks also gain visibility and transparency for loan applications, ensuring faster response times.

# Finastra's Integrated Branch Solution is Built on a Common Modern and Open Platform

When looking to transform their branches, banks face three options:

- Acquire a front-end teller application, which then has to be integrated with their existing system
- Acquire and try to consolidate multiple system applications
- Use an integrated front-to-back branch solution

## Improving Efficiency and Driving Growth

Finastra's digital branch solution combines the power of a suite of applications built on common platform architecture with a single sign-on login to simplify and optimize bank systems. This integrated solution optimizes branch network capabilities and delivers critical real-time customer information that can be leveraged at the right time, encouraging both up- and cross-selling.

## Continuous Innovation

Its seamless integration with any core banking system means it is quick to implement. The suite of applications and its modern platform mean banks benefit from the latest innovations through Finastra's regular updates.

Application	Benefits
Fusion Teller	Central browser based management with low TCO
Tap to Transact	Table, kiosk and appointment to reduce time at teller and reduce manual errors
Party	Ensures all KYC compliance before onboarding
Fusion Loan Origination	Runs effective and efficient origination processes and improves profit margins
Single Customer View	Consolidated customer information for quick and meaningful conversions

## About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today – spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit [finastra.com](http://finastra.com)

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