

Infosys® |  **Finacle**  
CONCLAVE 2019  
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Spotlight – Digital Banking

# Rethinking Branch Banking

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**SCALE**  
DIGITAL

# Agenda – 30 mins session

- **Imminent transformation at branches - 2 mins**
- **Finacle Mobile Teller (an overview and brief demo) – 5 mins**
- **Finacle Customer Assist – 3 mins**
- **Standard bank revolutionizes CX at branches across Africa – 2 mins**
- **A discussion on Rethinking Branch Banking. – 15 mins**

**Septimus Blake**, Chief Executive Officer, National Commercial Bank Jamaica Limited

## Branch still relevant

A large number of customers still prefer to visit a branch when buying a product or seeking advice.

## Digital Enablement

Promote Self-Service among branch walk-ins and hand-hold them through their digital baby-steps

# Branch Banking

The goal-post has moved

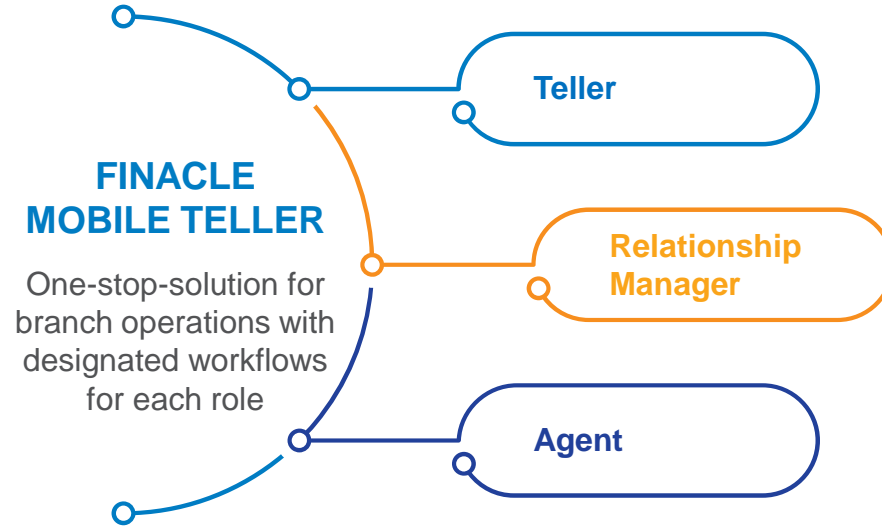
## Customer relationship

Build upon the human connection and trust. Become an advisor – investment, goal setting, digital-mentor etc.

## Do more, with less

Automation and digital tools help staff leverage customer context & insights, and be better advisors.

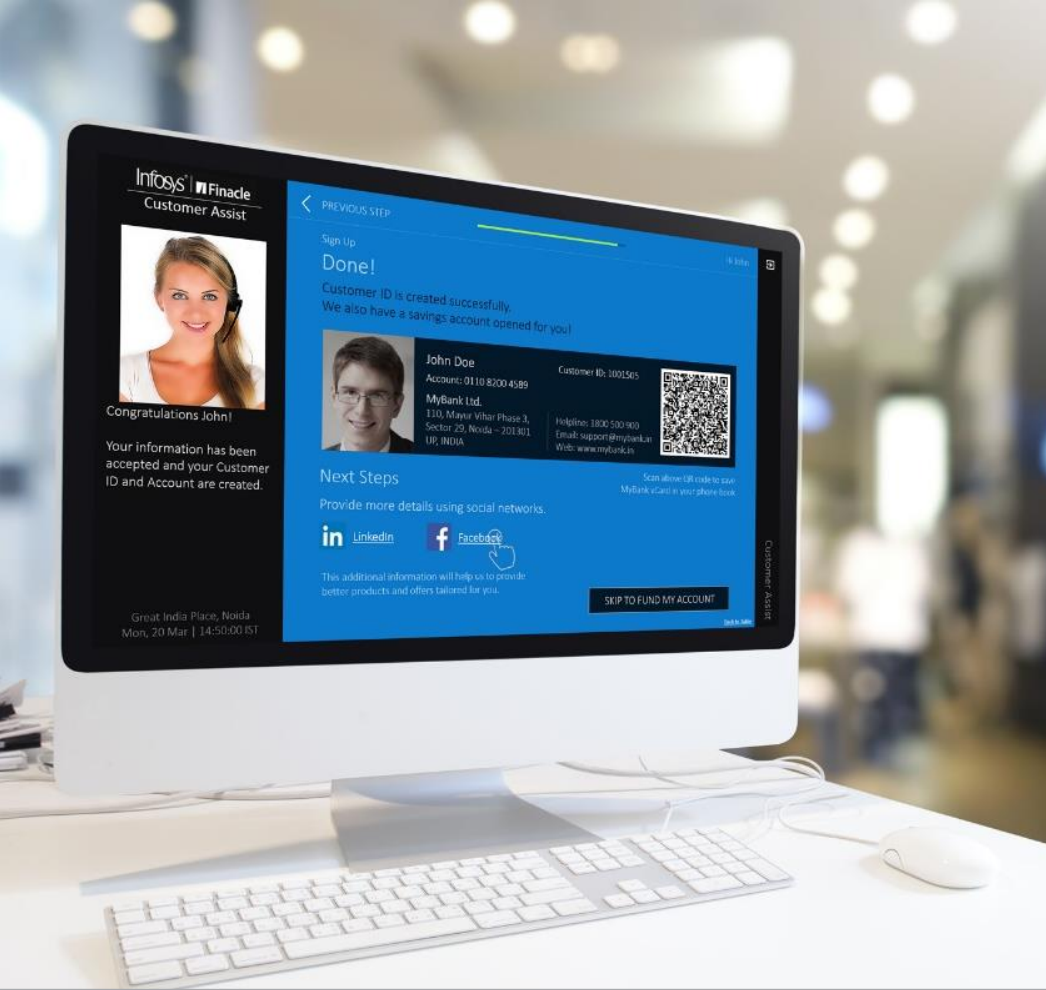
# Finacle Mobile Teller Solution





# Standard Bank chooses **Infosys Finacle Mobile Teller** to Revolutionize Customer Experience in its Branches Across Africa

- Mobile Teller implemented in **5 countries** across Africa
- Improved **TAT** on transactions by **over 40%**
- **37% capacity improvement**, and
- Branch network cost **reduced by 14%**
- Reduced training time for branch staff from **1 week to about 2 hours**.



## Finacle Customer Assist


- Interactive self service solution
- Promotes open branch concept, where customer is greeted by a virtual agent to get started
- Educate and assist customers to discover and transact easily
- Supports digital/paperless banking



# Benefits - Finacle Customer Assist

- 1 Immersive digital experience
- 2 Automates routine transactions
- 3 Helps banks redesign branches with digital technology
- 4 Reduces cost of servicing customers
- 5 Rapid deployment





A discussion on

# Rethinking Branch Banking

with

**Septimus Blake,**

Chief Executive Officer,

National Commercial Bank Jamaica Limited



# Thank you