

## 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



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#### **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.

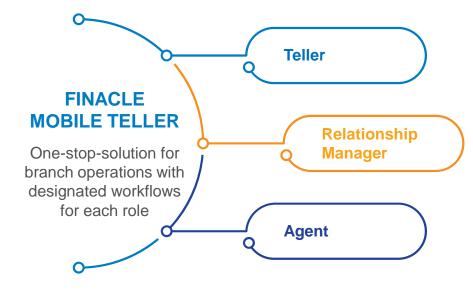
#### Do more, with less

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

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## **Finacle Mobile Teller Solution**





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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%
- o 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



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#### **Benefits - Finacle Customer Assist**

Immersive digital experience

Automates routine transactions

3 Helps banks redesign branches with digital technology

Reduces cost of servicing customers

**5** Rapid deployment



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#### A discussion on

## **Rethinking Branch Banking**

with

### Septimus Blake,

Chief Executive Officer,

National Commercial Bank Jamaica Limited





## Thank you

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