

Business Owner Information

WHAT IS AN ASSISTED SELF SERVICE SOLUTION?

A solution that allows your clients to drive their own teller transactions on a kiosk (think of an ATM with nearly all your teller transactions on it). Your staff can assist IF needed from a tablet (or PC) for things like approving transactions, validating checks, answering questions, etc. Staff can then focus on higher value interactions such as client sales and service rather than simple financial transactions with cash and checks.

01

90% of financial transactions in the branch can be automated

06

Core Agnostic: connect to any core system

02

Reduce the cost of transactions performed at the branch by 75%

07

ROI inside 12 months

03

Allow staff to service clients' higher value needs by moving them to Universal Banker Roles

08

Server-based solution with a real-time kiosk and cash management

04

Pandemic Planning: Service clients social distance requirements

09

Deliver within 6 months

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Remote client assistance w/ video: for drive-ups, or off-hours

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Hardware agnostic. Previous integration to Glory, Nautilus Hyosung, Source Technologies, GRG, and LG/ATEC

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This is a branch teller solution moved to the kiosk, not an ATM solution moved to the branch.

Don Ledet, First Horizon Bank, TN, USA

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SERVER-BASED SOLUTION

We put the business logic on a server in your data center. You put your preferred kiosk machines on your own network in the locations that suit you. We connect the server to your back office systems including your core and CRM; We open a browser on each kiosk and point it at that server.

BRANCH CONTROL

Each machine acts as a teller using the same teller logic and transaction interfaces that you are using on your teller line now. This gives you vision of the cash position on the machine and in the branch at all times.

CLIENT TRANSACTIONS

This solution runs on your network, connecting to your core system. Your clients can access all of their accounts and do all of the transactions that you can do on your teller system, including printing checks. The key here is that the client is driving the transaction, not your staff.

UNIVERSAL BANKER

Tablet interfaces for staff means they can interact with the clients and the kiosks directly, if required. It gives them the ability to view client details and approve transactions if needed. Tablet interface can also link to your sales and service applications to proactively help sell.

HARDWARE AGNOSTIC

inBranch Kiosk is not tied to any one hardware provider. You get to pick the machines that are most appropriate for the services you want to deliver to your clients. The software can run on different hardware solutions provided by Glory, GRG, Hyosung, Source Technologies, and more.