



Factsheet – Antuar inBranch Assisted Self-Service Kiosk

Delivers 90% of branch transactions via self-service in branch kiosk solution

Antuar inBranch Assisted Self-Service Kiosk reduces branch operational costs and staff requirements, while increasing hours of operation and sales through assisted self-service. It supports the staff in real time with extended ATM services, including core, CRM and sales tool integration.



Branch staff spend too much time on low value, high-cost transactions. Bank branches still need to offer these low value physical transactions (e.g. cash, check) demanded by their customer base, but they require a cost-efficient way to deliver.

Branches need to reduce overall costs of the branch by reducing staff numbers and branch size, while maintaining customer service levels. Automation reduces these costs, while allowing banks to continue offering services.

Antuar inBranch Assisted Self-Service Kiosk is a flexible, cost-efficient solution that reduces branch operational costs and increases sales through assisted self-service. It supports the staff in real time with extended ATM services, including core, CRM and sales tool integration.

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We invested in this new technology to enhance the client experience at several of our banking centers. Giving our clients the option to use a self-service system for simple transactions allows them more time to get back to their routines. This robust technology also allows bankers to spend their time enhancing relationships with our clients and to uncover opportunities to help clients reach their financial goals."

Jerry Vasocu

EVP, Iberia Bank / First Horizon, USA

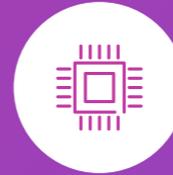
How it works

The Antuar inBranch Assisted Self-Service Kiosk is a core agnostic, cost-effective solution. It reduces branch operational costs and staff requirements, while increasing hours of operation and sales through assisted self-service. It supports the staff in real time with extended ATM services, including core, CRM and sales tool integration.

The solution runs on many of the typical industry intelligent teller machines (ITM) such as GRG, Hyosung, Glory and others. Unlike ATM, ITM is directly connected through the branch network to the core. Customers authenticate themselves through phone, bank card, staff tablet, or other, to gain access to their accounts. All transactions are driven by the customer. If there is an issue or a question assistance can be offered locally using a staff tablet application or remotely through video.

The Antuar inBranch Assisted Self-Service Kiosk solution is a server-based application that is integrated into Finastra's Fusion Essence and Fusion Equation core products. All transactions are posted directly to the core systems. The solution avoids using the costly ATM rails and offers more transactions, better account access, richer information and a less costly approach ensuring 90% of branch transactions are delivered.

Why Antuar inBranch Assisted Self-Service Kiosk?



The solution runs on different suppliers' hardware, so a bank does not have to be restricted to one hardware supplier and can separate software and hardware purchase decisions.



Staff can interact and approve transactions if required in real time, locally or even remotely via video.



Automate transactions and connect them to the core system rather than the ATM rails network.



Leverage Antuar's long history of branch network innovations with software driven products supporting financial institutions across three continents.



Pre-integrated to Finastra's Fusion Essence and Fusion Equation ensuring 90% of branch transactions are delivered.

A financial institution added 1 new product per household for customers of the branch, within 12 months of rolling out Antuar's inBranch Assisted Self-Service Kiosk.

Key benefits



Improve efficiency

Extend business hours with a richer service experience. Staff spend less time dealing with low value transactions and more time with higher value interactions, providing sticky advice. Less staff are needed in each location, while customers still get the transaction support that they need locally (tablet) or remotely (video).



Increase revenue

The solution facilitates client support and engagement to optimize sales, improve customer relationships and increase revenues through assisted self-service. It ensures meaningful interactions between the branch staff and the customers, resulting in sales increase and cross and up-selling opportunities.



Reduce cost and risk

Antuar's solution is proven to reduce operational costs and staff requirements. Transactions go direct to the core, allowing for cheaper costs per transaction compared with ATM networks. Customer education is minimal as they have adopted benefits from using the ATM. The solution also eliminates the need for cash on the branch floor and the associated risk.

Contact us

About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at finastra.com

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