

# VeriBranch Branch Automation



One Solution Platform in Branch

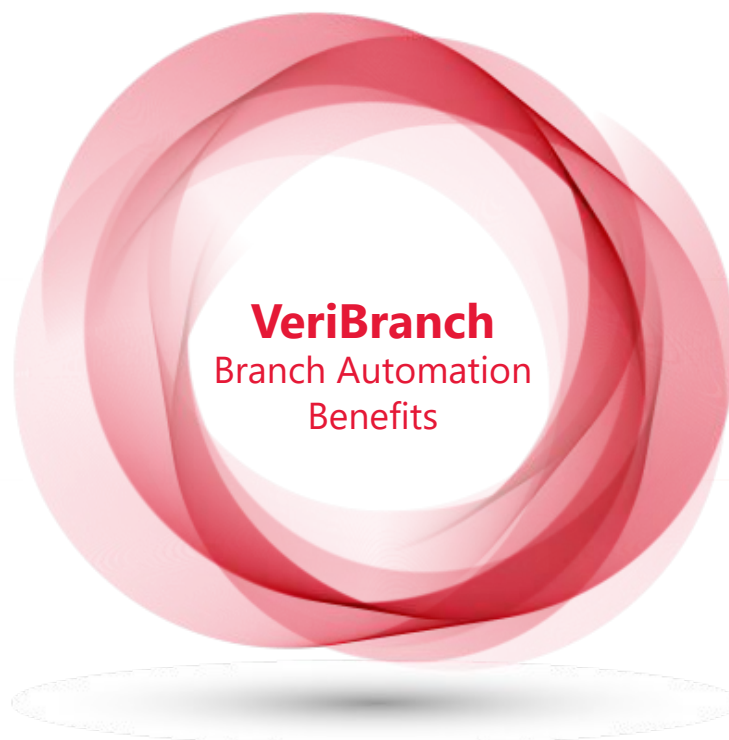
Unified Front End

Built in Policy Conformance

Built-in Workflow System  
for Activities & Approvals

Role Based Feature -  
Teller/Seller & Advisor

Back-Office Module and  
Comprehensive Reporting  
& Dashboard





## Branch Automation

VeriBranch is enabling banks to streamline their business processes, by connecting front-office to back-office systems. Providing a software solution to easily look-up of customer account information empowers bank tellers, sellers and advisors to efficiently execute transactions such as loan origination, account origination, financial planning and transfers, thereby becoming high value sales centres.

### Fast Branch, Satisfied Customer, Happy Banker

Branch banking concept acquires a new dimension with VeriPark's innovative approach. The objective is to provide an infrastructure that will increase the speed and efficiency, and reduce the burden on employees at every level to help any branch improve speed and efficiency. The most significant outcome of this approach is high customer satisfaction. This is what VeriPark provides to branch employees and the customer service with a VeriBranch Branch Transformation Solution that can be used on desktops in front of branch employees working at their desks, as well as mobile environments.

The solution comprises three modules: "Teller-Seller-Advisor". The branch employee module is user-friendly and designed so it can be used by new personnel even without in-depth training. The manager module was developed for supervisors and managers, providing them with immediate access to all branch data. It enables "real-time" monitoring of branch employees including cash totals, transaction totals, and detailed transaction lists. The administrator module features include a log history and detailed monitoring of current or past transaction data.

The Mobile CRS (Customer Service Representative) app is one of the most beautiful examples of our innovative approach. This attractive mobile application supports individual customer service representatives and branch of the future scenarios. They can facilitate transactions by approaching the customers waiting in a queue in the branch via an application downloaded to their tablet or smart mobile devices. It is obvious that such an application and the resulting facilitated process will impress the customers when the branch is very busy.



### VeriBranch Branch Automation – Benefits

- VeriBranch single integrated branch automation platform provides you an end-to-end solution which simplifies operations in one central simple interface. Less hassle, less time, less spending and far more functionality and efficiency.
- VeriBranch drives relevant information about your customers to your frontline employee's such as what services they're using and additional services to offer-helping you to build on your existing customer relationships.
- VeriBranch front office solution helps you to welcome your customers in every way and personalize their experience at every touch point.



## Digital Branch

### More Personalized Banking

Consumers continue to embrace digital technologies for simplifying daily tasks. They expect to be able to interact on-the-go at a time that suits their schedule via mobile and online channels as well as the option to have face-to-face engagements for more complex and sensitive topics. The future of banking lies in providing customers the right mix of branches and technology that delivers a true Omni-channel experience. VeriPark's Digital Branch concept will help to create a Positive Self-Service Experience.



## Teller

### Inquiries, Transfers, Payments, Cash

The VeriBranch Teller automation module drives down operational costs whilst significantly enhancing business performance of Tellers in the branch. The activity management system of the Teller module guides employee's day-to-day tasks including the management of enquiries, transfers, account openings, payments and cash movements. By providing access to this powerful customer centric solution you can ensure the Frontline team can say and do the right thing at the right time resulting in a positive customer experience.



### Features

|                             |                 |              |                               |
|-----------------------------|-----------------|--------------|-------------------------------|
| CUSTOMER SEARCH             | CASH WITHDRAWAL | CASH DEPOSIT | CASH DRAWER OPENING / CLOSING |
| CHEQUE DEPOSIT / WITHDRAWAL | ACCOUNT OPENING | TRANSFERS    | BILL PAYMENTS                 |
| PAYMENT TO CARD             |                 |              |                               |



## Seller

### Enrolment, Service, Account Origination, Loan Origination

Customer on-boarding is one of the most important operations in the life cycle of a financial customer and sets the stage for the entire relationship going forward. VeriBranch's seller module enables your employees at the branch to quickly and easily capture all relevant customer documents and send them to back-end systems for immediate processing. This helps the Frontline team to spend more qualitative time with customers, improve the service experience and close more business faster.



### Features

|                                       |                                      |                        |
|---------------------------------------|--------------------------------------|------------------------|
| SINGLE VIEW OF CUSTOMER – 360 DEGREES | NEW CUSTOMER ENROLMENT (ON-BOARDING) | ACCOUNT OPENING        |
| CARD PAYMENT FROM ACCOUNT             | BILL PAYMENT FROM ACCOUNT            | TRANSFERS FROM ACCOUNT |



## Advisor

### Wealth Management, Financial Planning, Advisory Services

VeriPark provides a single platform for financial advisors managing their accounts by offering enhanced portfolio management and Investment tools with targeted workflows, ease of customization, configurability and graphical displays from a single dashboard. The unified advisor platform allows advisors to spend less time working in applications and more time advising clients to build relationships and revenue from Wealth Management, Financial Planning and Advisory Services.



### Features

|  |  |                             |                                |
|--|--|-----------------------------|--------------------------------|
| CLIENT PROFILING QUESTIONNAIRE                 | FINANCIAL HEALTH CHECK QUESTIONNAIRE AND ADVICE LETTER | PORTFOLIO MANAGEMENT        | INVESTMENT PORTFOLIO STATEMENT |
| ASSET ALLOCATION REBALANCING ADVICE GENERATION | RETIREMENT ADVICE                                      | EDUCATIONAL PLANNING ADVICE | MORTGAGE INVESTMENT ADVICE     |



## Branch Operations

VeriBranch records and stores critical internal activities, such as branch opening and closing



## About VeriPark

VeriPark is a global solutions provider which enables businesses to become digital leaders with its' Intelligent Customer Experience suite. With its main offices located in United States, United Kingdom, Europe, Asia, Africa and the Middle East, VeriPark is helping businesses to enhance their customer acquisition, retention and cross-sell capabilities by providing proven, secure and scalable Customer Relationship Management, Omni-Channel Transaction Management, Branch Automation, Loan Origination, Next Best Action (leverages the power of Azure machine learning) and Customer Insights solutions. VeriPark works collaboratively with clients to develop innovative technology strategies and solutions, which touches millions of people every day, and brings the promise of digital transformation to life.

With the help of VeriPark's end-to-end seamless customer experience solutions, business get chance to empower more engaging interactions with its customers or partners by capturing their needs, owning personalized insights, and placing customers at the core of their digital transformation and innovation.

### VeriPark finance sector solution offerings

|  |   |  |   |
|--|---|--|---|
| <b>VeriChannel</b><br>Omni Channel Experience  <ul style="list-style-type: none"> <li>• Internet Banking</li> <li>• Mobile Banking</li> <li>• Contact Center Banking</li> <li>• Mobile Wallet</li> <li>• Digital Onboarding</li> <li>• Branchless Banking</li> <li>• Chatbot</li> </ul> | <b>VeriBranch</b><br>Branch Automation  <ul style="list-style-type: none"> <li>• Teller</li> <li>• Seller</li> <li>• Advisor</li> <li>• Branch of the Future</li> <li>• Unified Front End</li> <li>• Digital Branch</li> <li>• Signature Verification</li> </ul> | <b>VeriTouch</b><br>Acquisition, Retention, Cross Sell  <ul style="list-style-type: none"> <li>• 360 / 720 Degree Customer View</li> <li>• Next Best Action</li> <li>• Customer Insight</li> <li>• Marketing &amp; Campaign Management</li> <li>• Loyalty &amp; Retention</li> <li>• Complaints &amp; Request Management</li> <li>• New Customer Enrollment</li> </ul> | <b>VeriLoan</b><br>Loan Origination Solution  <ul style="list-style-type: none"> <li>• Retail Auto Loans</li> <li>• Retail Personal Loans</li> <li>• Retail Mortgage</li> <li>• Retail Credit Cards</li> <li>• Corporate Credit Proposal</li> <li>• Scoring</li> <li>• Deviations &amp; Approvals</li> </ul> |
|--|---|--|---|

2016/2017 Global  
Microsoft Dynamics  
ISV of the Year