



# VeriBranch

## Branch Automation Solution

### Banking



**Provide**  
Unified Front End



**Turn**  
Tellers into Sellers



**Build**  
the Branch of the Future



**Increase**  
Cross-sell & Up-sell



**Reduce**  
TAT & Paper-based Processes



**Increase**  
Operational Efficiency



**Reduce**  
Error & Return Rates



**Improve**  
Employee Experience

VeriPark's Branch Automation Solution VeriBranch empowers banks to transform their branches into high-value sales centers. It leverages technology to empower branch staff and deliver unparalleled customer satisfaction. The solution enables bank employees and technology to work together, with the right information at their fingertips to execute transactions.

VeriBranch directly connects to back-office customer systems enabling banks to streamline business processes. With this solution, banks can provide their branch staff with the necessary infrastructure and tools to make sure they are equipped with everything they need in a remote work environment. Bank tellers can execute efficient transactions, such as loan origination, account origination and transfers from a single user interface. Relationship Managers and advisors can engage customers and provide personalized financial planning services whether they work at the branch or at their remote work stations.



RETAIL BANKING



CORPORATE BANKING



SME BANKING



## Conventional Branch - Turning Tellers into Sellers

With its Unified Front End, providing a quick and easy look-up of customer account information, VeriBranch 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.

### Teller

Inquiries,  
Transfers, Payments,  
Cash Handling

The Teller Module provides an automated activity management system that guides tellers' day-to-day tasks and empowers frontline staff to say and do the right thing at the right time, to ensure a positive customer experience. By boosting customer satisfaction, the Teller Module also significantly enhances the value tellers create for the business while driving down costs.

### Seller

Digital Customer Enrolment,  
Servicing, Account Origination,  
Loan Origination

With the Seller Module, bank employees can engage a customer efficiently while helping maximize selling performance in areas such as customer onboarding. The module enables frontline teams to quickly and easily capture all relevant customer documents and send them to back-end systems for immediate processing. This way, frontline teams at a branch can spend more quality time with customers, improve the service experience and close more business faster.

### Advisor

Wealth Management,  
Financial Planning, Advisory  
Services

The Advisor Module provides tools including portfolio management, retirement advice, educational planning advice and investment tools in one place allowing advisors to spend less time working in applications. When everything they need is at their fingertips, advisors can spend more time advising clients and building the relationships that grow revenue in wealth management, financial planning and advisory services.

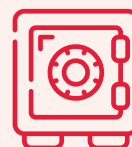
## Branch Operations



Branch Opening &  
Branch Closing



Signature Verification &  
Biometrics



Vault Opening &  
Vault Closing



Cash Recycler  
Integration



# Digital Branch - Creating the Branch of the Future

VeriPark's Digital Branch Solution ensures that customer experience, not low-value transactions are at the heart of branch operations.

The solution enables banks to provide a true omni-channel experience with the right mix between a physical branch and advanced technology. These include self-service kiosks, consolidated user interfaces through unified front-end services, video teller machines and interactive digital walls. By applying the value-added digital banking technology; banks can create authenticated, frictionless customer journeys and turn traditional branches to technologically fully equipped branches.

## Universal Banker

Teller / Seller Services, Inquiries, Transactions, Services, New Accounts, Loan Applications

This module enables universal bankers to act as tellers and open accounts, handle teller transactions while making informed decisions and bring out maximum profitability for the bank during any interaction with the customer.

Universal bankers are also in the key position to develop new business opportunities with the customers who are coming through the branch doors. While having a conversation with universal bankers, customers can perform transactions from their own mobile devices by using e-forms, and verify the transaction via biometric palm identification, digital signature capture or SMS approvals.

## Self-service

Transfers / Payments, Accounts / Cards, Multiple Transfers At Once, Virtual Greeter

The self-service module helps banks to direct customers to self-service zones for their non-value-adding, low-ticket service activities and run the branches with minimal employees.

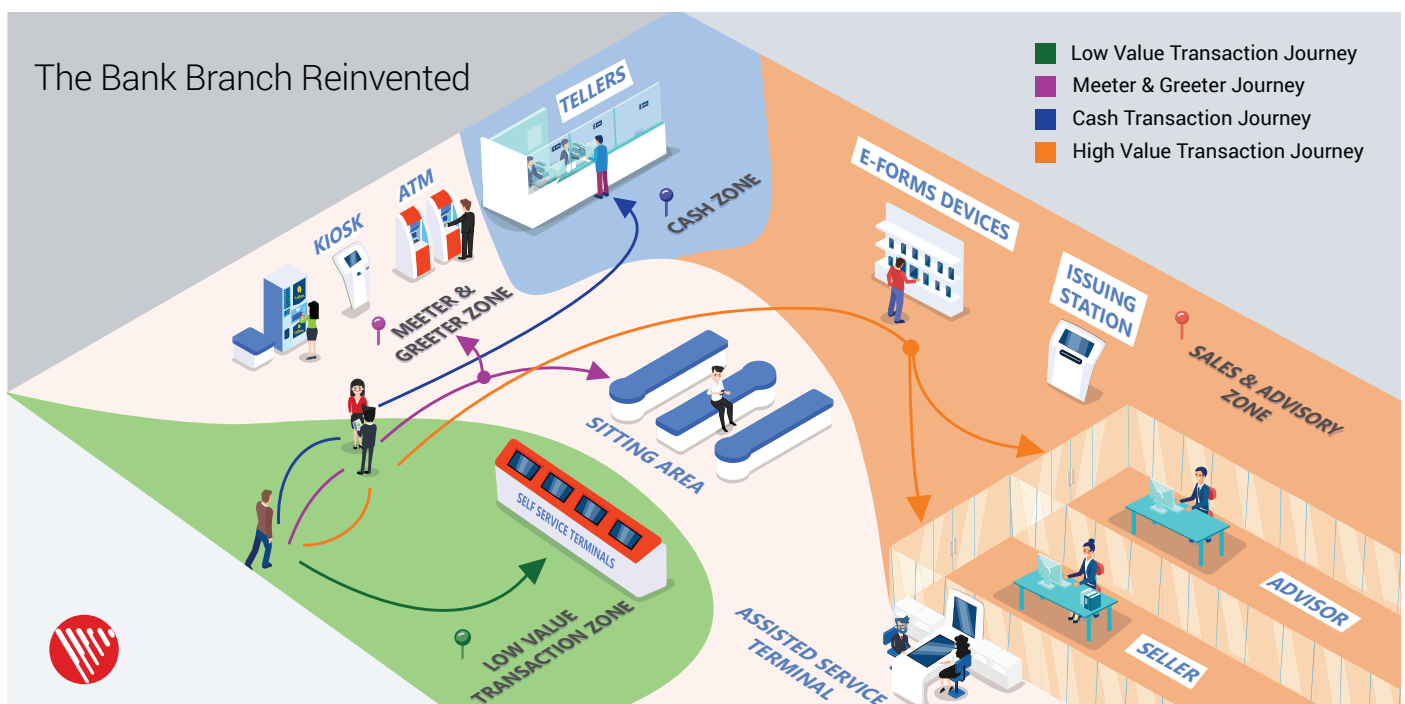
With self-service zones, customers can be more independent without having to wait in lines to get served. Instead, they can enjoy self-services options that are immediately available and ready to perform transactions or provide needed services. They can even use their own mobile devices to make self-service transactions such as mobile-based branch check-in & identification by e-forms.

## Assisted Service

m-CSR / Meeter & Greeter, Data Quality Check, Account and Card Transactions, Transfers

By embracing the assisted service module, banks can free up branch employees to handle meaningful, more profitable customer conversations in a friendly, modern environment.

With this module, banks can provide great in-person branch experience through meeter & greeters, perform many transactions such as account, card transactions, bill payments and transfers also educate customers about mobile and internet banking. .



# VeriPark's Branch Automation Vision

Helping banks to transform from transaction-centric to customer-centric organizations



## Transactional Banking

## Customer-centric Banking

Providing a Unified Front-End

Turning Tellers into Sellers

Building the Branch of the Future



## Key Features



Digital & Paperless Banking



Cashless Transactions & Touchless Customer Journeys



Added-value Advisory Hubs



Assisted & Self-service Terminals



Unified Front End for Universal Bankers



Low Value to High Value Conversion

## References



## About VeriPark

VeriPark is a global solutions provider enabling financial institutions 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 financial institutions to enhance their customer acquisition, retention and cross-sell capabilities by providing proven, secure and scalable Customer Relationship Management, Omni-Channel Experience, Branch Automation, Loan Origination and Next Best Action solutions.

### VeriChannel Omni-Channel Experience

- Mobile Banking
- Internet Banking
- Contact Center Banking
- Mobile Wallet
- Digital Onboarding
- Kiosk & ATM Banking
- Chatbot

### VeriBranch Branch Automation

- Teller
- Seller
- Advisor
- Universal Banker
- Unified Front End
- Digital Branch
- Signature Verification

### VeriTouch Acquisition, Retention, Cross Sell

- 360 / 720° Views
- Next Best Action & Customer Insights
- Sales & Prospect Management
- Marketing & Campaign Management
- Loyalty & Retention
- Complaints & Service Requests
- New Customer Enrollment

### VeriLoan Loan Origination & Servicing

- Retail Auto Loans
- Personal Loans
- Home Loans
- Credit Cards
- Commercial Loans
- Scoring & Servicing
- Digital Lending Portal