

The Future of ATM and Self-Service Branch Automation

Contents

- Executive Summary
- Architecture Upgrade for Self-Service Financial Channel Management
- Re-imagine digital self-service branch technology
- ATM as a Service (ATMaS)
- How Auriga WinWebServer Enables The Future of ATM Network Management
- Conclusion

Executive Summary

Banks are optimizing their self-service channels to provide customers with a more engaging, omnichannel digital experience, all while addressing the challenge of reducing infrastructure and operational costs. In this, software and architecture play crucial roles that require careful consideration.

Banks need software solutions that support advanced functionalities and proactively identify any issues that may disrupt smooth operations. Additionally, the ability to run on a wide range of hardware platforms is a critical requirement.

This convergence of factors can be likened to a "perfect storm" as banks increasingly seek to automate various teller transactions within their branches.

The digitization of teller services is no longer merely a competitive strategy or a cost optimization exercise; it has become a matter of survival. The introduction of new technologies and innovative practices in the financial sector has provided banks and other deployers with an opportunity to dismantle channel-based silos. This allows them to offer cross-channel services, drastically reduce costs, enhance the customer experience, and provide a comprehensive suite of integrated services that leverage all available digital channels and the accompanying self-service automation capabilities.

Business Strategies

Architecture Upgrade for Self-Service Financial Channel Management

An essential step in embracing the ever-expanding array of digital channels, innovative technologies, and advanced hardware devices is to transform the existing architecture. This ensures that banks stay relevant and well prepared for a seamless and truly omnichannel banking experience.

Re-imagine digital self-service branch technology

By integrating advanced self-service terminals with supplementary services and combining them with assisted and remote banking options through video, banks can provide access to cash as well as create new revenue streams. This transformation turns a bank branch into a central hub for financial services and other offerings.

ATMs as a Service (ATMaS)

Implementing a physical network with shared or outsourced services enables banks to efficiently and cost-effectively maintain widespread cash services. This approach ensures that customers have convenient access to cash while allowing banks to optimize their operational efficiency and focus on core banking activities.

Architecture Upgrade for Self-Service Financial Channel Management:

In optimizing the self-service channel and delivering a seamless omnichannel digital experience to customers, financial institutions recognize the critical [role](#) of software solutions and architecture. An architecture upgrade tailored to the needs of self-service financial channel management can yield significant benefits.

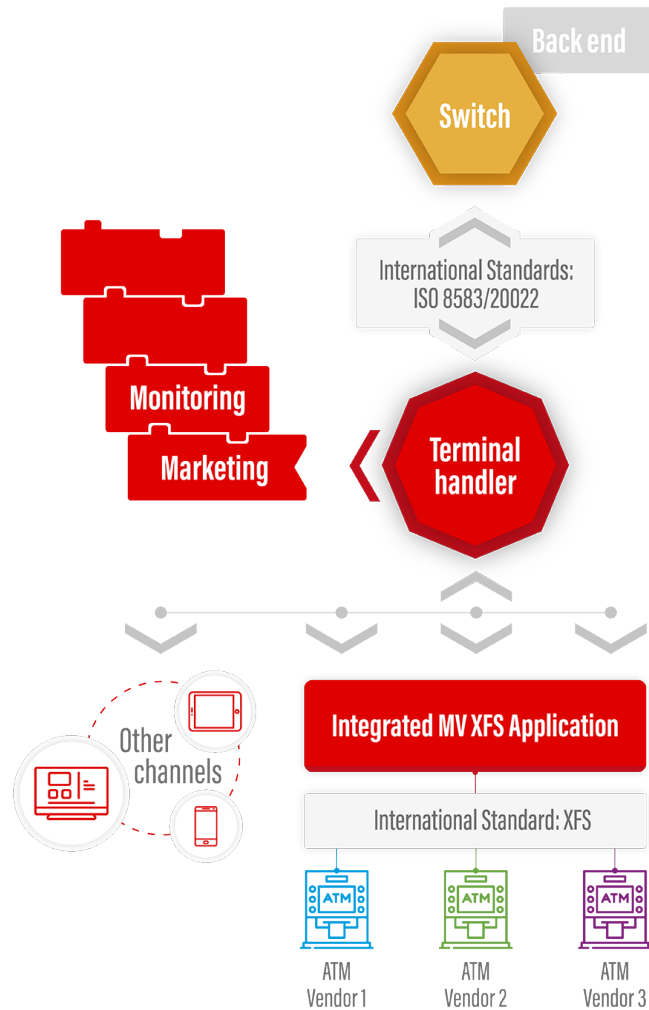
Let's explore some key considerations and advantages of such an upgrade:

Supporting Advanced Functionalities:

An upgraded architecture is essential to support the advanced functions like transfers, deposits and other complex transactions and service requests required in today's self-service financial landscape. As customer expectations evolve, banks need software solutions that can accommodate a wider range of new digital channels, innovative technologies, and advanced hardware devices. An upgraded architecture enables new software solutions and is a robust foundation for integrating emerging technologies, such as biometric authentication, contactless payments, and AI-powered personalization. By embracing these advanced functionalities, financial institutions can deliver enhanced customer self-service banking experiences and stay ahead in a competitive market.

Identifying and Resolving Operational Issues:

A modernized architecture enables proactive monitoring and issue identification, allowing banks to maintain smooth and uninterrupted operation of their self-service financial channel. Advanced software solutions equipped with real-time monitoring capabilities can detect potential disruptions, system errors, or security threats. Through intelligent alerts and automated processes, banks can promptly address these issues, minimizing downtime and ensuring a seamless customer experience. The ability to identify and resolve operational issues efficiently contributes to improved operational efficiency and customer satisfaction.



Hardware-agnostic Flexibility:

An upgraded architecture should be designed to run on any vendors' hardware, offering flexibility and compatibility with a wide range of devices. This hardware-agnostic approach ensures that financial institutions are not restricted to specific hardware vendors or platforms. It enables banks to leverage existing infrastructure investments while having the freedom to adopt new hardware technologies as they emerge. The ability to run on any hardware also

simplifies the scalability and deployment of self-service solutions across multiple branches and locations, streamlining the overall management of the financial channel.

Ensuring Full Service Availability:

An architecture upgrade for self-service financial channel management is no longer just about competition or cost optimization; it has become a matter of survival in the digital era. By embracing a modernized architecture, banks can digitize teller services, automate transactions, and ensure service availability. The upgraded architecture allows financial institutions to provide a consistent and seamless customer experience across self-service and digital channels, regardless of disruptions or changing market conditions. It empowers banks to maintain their physical presence in communities, offer uninterrupted services, and adapt to the evolving needs and preferences of customers.

Future-proofing the Financial Channel:

A forward-looking architecture upgrade helps future-proof the self-service financial channel. By adopting scalable and flexible solutions, financial institutions can easily incorporate new technologies, emerging standards, and regulatory requirements. The upgraded architecture enables seamless integration with third-party systems, fintech innovations, and open banking initiatives. It positions banks to adapt and capitalize on future market trends and customer demands, fostering long-term growth and relevance in the dynamic financial landscape.

An architecture upgrade tailored for self-service financial channel management is a strategic investment for financial institutions. By embracing an upgraded architecture, banks can deliver a richer self-service, omnichannel digital experience, optimize operational costs, and stay resilient in an increasingly digital-first world.



Re-imagine
digital
self-service
branch
technology

In the ever-changing landscape of banking, technology evolution plays a pivotal role in transforming self-service branch automation. By integrating and leveraging modern technologies and digital channels, financial institutions can revolutionize their retail presence and approach.

LET'S EXPLORE SOME KEY AREAS WHERE TECHNOLOGY EVOLUTION BRINGS SIGNIFICANT BENEFITS:

Enhanced Customer Experience:

Modern technology empowers banks to convert traditional branches into integrated digital self-service hubs that cater for customers' financial needs. These advanced systems can be deployed in provide secure

Cost Optimization and Functionality:

Technology evolution enables a hub and spoke model, where services are deployed in a cost-effective manner with improved functionality and availability. Centralized hubs serve as a resource pool of regulated financial service professionals, accessible remotely through local "spoke" settings. This deployment flexibility extends to modular and flexible settings, including mobile platforms, ensuring customers have convenient access to subject matter expertise, even for complex transactions.

Integration of Voice Banking Technologies:

The integration of [voice banking technologies](#), such as virtual assistants, further enhances the customer journey within self-service automation. When combined with access to human assistance, these next-generation virtual assistants can play a vital role in guiding customers through various services delivered by ATMs, ASSTs, and other devices. Customers can interact naturally through voice commands, receiving personalized assistance and streamlining their banking experience. The seamless integration of voice banking



spaces within the [branch](#), enabling customers to perform simple operations in self-service mode while also offering the option to request remote assistance for more complex transactions. Through video conferencing and co-browsing capabilities, customers can engage with remote tellers or subject matter specialists who actively support their transaction or advisory choices. This personalized and efficient approach significantly enhances the overall customer experience, leading to higher satisfaction and loyalty.

An Italian bank rolled out fully digital self-service bank branches that were 38% cheaper to operate, while expanding service availability to be 24/7 and deliver in-branch video banking for specialist assistance



technologies contributes to a more intuitive and user-friendly self-service environment.

Agile Deployment and Future Innovations:

Technology evolution enables financial institutions to adapt quickly to market demands and implement future innovations with agility. By leveraging modern technologies, banks can introduce new features and services to their self-service branch automation ecosystem more efficiently and securely. This flexibility

and responsiveness facilitates rapid upgrades and the launch of innovative offerings, keeping banks at the forefront of customer expectations and keeping a high competitive advantage.

Technology evolution in self-service branch automation brings a plethora of benefits to financial institutions. By leveraging these advancements, banks can stay ahead in a rapidly evolving digital banking landscape, offering superior services and experiences to their customers.



ATM as a Service (ATMaaS)

ATM as a Service (ATMaaS) is a revolutionary approach that addresses the evolving needs of financial institutions in delivering efficient and cost-effective ATM services. This model involves outsourcing the end-to-end management of the ATM fleet to a specialized third-party provider. Let's delve into the key benefits and advantages of adopting [ATMaaS](#):

Improved Customer Experience:

ATMaaS aims to enhance the overall customer experience by ensuring increased availability, security, and uptime of ATMs. By entrusting the management of the ATM fleet to a dedicated service provider, financial institutions can focus more on core banking operations and customer-centric initiatives. This allows for a greater focus on delivering innovative services, personalized experiences, and faster transaction processing at ATMs, thus improving customer satisfaction and loyalty.

Minimized Operational Costs:

One of the primary advantages of ATMaaS is the significant reduction in operating costs for financial institutions. Instead of allocating resources and manpower to manage the entire ATM lifecycle, including sourcing, distribution, installation, maintenance, security, compliance, and cash management, these responsibilities are delegated to the ATMaaS provider. This outsourcing approach eliminates the need for financial institutions to invest in expensive infrastructure and specialized personnel, resulting in substantial cost savings.

Scalability and Flexibility:

ATMaaS offers financial institutions the scalability and flexibility needed to adapt to changing market demands and technological advancements. With ATMaaS, banks can easily expand or shrink their ATM footprint based on evolving customer preferences and strategic goals. The service provider

can rapidly deploy new ATMs or relocate existing ones to align with market dynamics, ensuring optimal coverage and accessibility for customers. This scalability and flexibility enable financial institutions to maintain a competitive edge and stay responsive to evolving industry trends.



Batopin is an initiative of the banks Belfius, BNP Paribas Fortis, ING and KBC. The company was created in 2020 and aims at optimizing access to cash in Belgium with a new infrastructure of bank neutral ATMs. Auriga is providing a complete ATM as a service solution to create and run this new shared state of the art ATM infrastructure. It will give 95% of Belgians access to a modern ATM service within five kilometres of their home or business.

Rapid Deployment of New Features:

Leveraging ATMaaS empowers financial institutions to quickly introduce innovations and features to their ATM network. As the service provider handles the end-to-end management, including software updates and system integrations, banks can seamlessly roll out enhancements such as contactless transactions, biometric authentication, advanced security measures, and value-added services. This agility in deploying innovations enables banks to meet evolving customer expectations and stay at the forefront of technological advancements, ultimately driving customer engagement and loyalty.

Focus on Core Competencies:

By adopting ATMaaS, financial institutions can shift their focus to their core competencies, such as

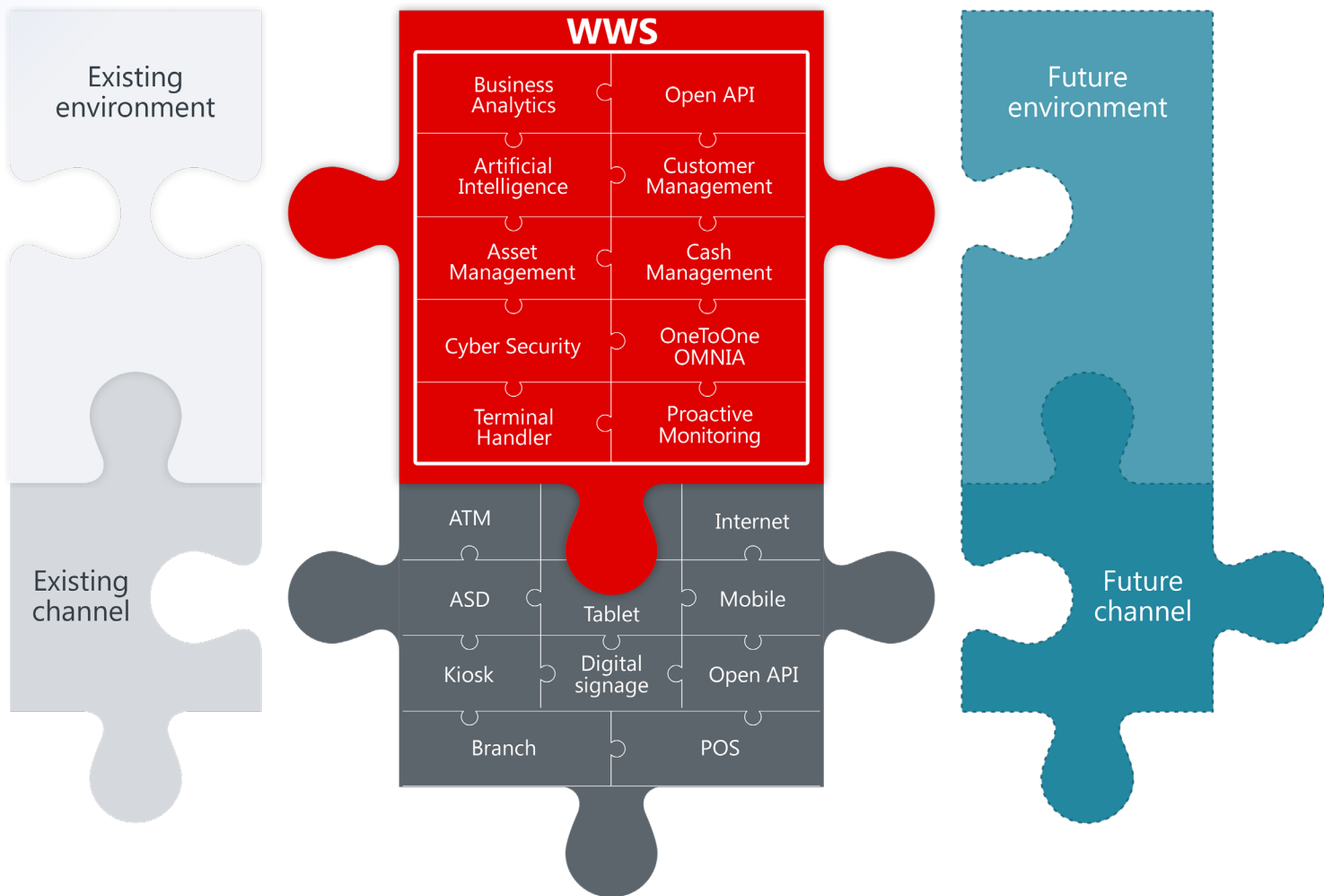
personalized customer service, product innovation, and strategic growth initiatives. With the operational burden of managing ATMs lifted off their shoulders, banks can allocate more resources and attention to areas that directly impact their competitive advantage. This allows for greater differentiation in the market and the ability to provide unique value propositions to customers.

ATM as a Service (ATMaaS) presents a compelling proposition for financial institutions aiming to optimize their ATM services. ATMaaS represents a strategic shift towards efficient and customer-centric ATM management, positioning financial institutions for sustained success in a rapidly evolving banking landscape.

How Auriga WinWebServer Enables the Future of ATM Network Management

Auriga can realise the vision of a modern ATM architecture and software stack that delivers innovative and tailored solutions to revitalise and transform self-service banking within an omnichannel strategy. [WinWebServer \(WWS\)](#) is a

complete set of software modules specifically designed for ATM network management, as well as a software architecture that supports the rapid deployment of new features and functions.



Converged Architecture for Seamless Physical and Digital Services:

Our aim is to develop an architecture that seamlessly integrates physical and digital services, enabling financial institutions to deliver optimal self-service banking offerings across various channels. By unifying the infrastructure, we can streamline operations and enhance the customer experience.

Centralized ATM Security Operations:

We offer a single platform solution for centralized ATM security operations. This approach allows financial institutions to efficiently manage security measures across their entire ATM network, ensuring comprehensive protection and reducing potential vulnerabilities.

Efficient Application Management with Minimal Device Impact:

Our focus is on providing application management solutions that minimize the impact on device performance. By optimizing software deployment and maintenance processes, we ensure smooth operations without compromising the performance and reliability of self-service devices.

End-to-End Solutions for Financial Institutions:

We take pride in offering comprehensive end-to-end solutions to financial institutions, catering to both individual entities and pooling environments. Our expertise lies in deploying solutions for multibank, multi-brand groups, making us a one-stop shop for all software modules required to effectively run an ATM network. With us, financial institutions can eliminate dependencies on third parties and enjoy a fully integrated and reliable solution.

Conclusion

The significance of having ATM software and infrastructure that seamlessly aligns with current and future needs cannot be overstated in the banking industry. As technology continues to advance and customer expectations evolve, financial institutions must adapt to meet new demands and stay competitive. Alongside innovative strategies for future bank branches and ATM pooling, the adoption of next-generation ATM technology is pivotal in driving customer engagement, increasing usage, and reducing the cost per transaction associated with maintaining self-service and branch channels in our communities.

By investing in modern ATM software solutions and infrastructure, financial institutions can leverage the power of technology to optimize their operations and enhance the customer experience. These advancements enable banks to offer a wide range of services, provide personalized experiences, and ensure the availability of convenient and secure self-service options.

In addition to the technological aspects, imaginative strategies around future bank branches and ATM pooling play a crucial role. Financial institutions can reimagine the physical presence of branches, creating versatile spaces that combine self-service terminals with assisted services and remote banking capabilities. This approach allows banks to maximize their resources, transform branches into focal points

for a variety of financial and non-financial services, and ultimately drive cost efficiencies while maintaining a strong local presence.

Furthermore, [ATM pooling](#) initiatives present opportunities for collaboration among financial institutions to optimize ATM networks, minimize costs, and improve service availability. By sharing resources and utilizing shared or outsourced services, banks can maintain widespread cash services in a more efficient and cost-effective manner. ATM pooling also opens doors to explore innovative service offerings, such as interactions via mobile devices and expanded bill payment functionalities, which can enhance customer satisfaction and loyalty.

Embracing these transformative approaches ensures that financial institutions remain competitive, provide exceptional services, and continue to play a vital role in the communities they serve.



Building 3, 566 Chiswick High Road
London W4 5YA - United Kingdom
london@aurigaspa.com
www.aurigaspa.com

THE # NEXTGENBANK