

Misys Equation

Branch Automation

With dot com fever a distant memory, banks are well aware of the value of their branch network.

Bringing banking to the customers offers much in terms of customer convenience and provides considerable added value when face-to-face contact is important, particularly when helping the customer choose complex investment products. And there is some evidence that the most profitable customers are those who are likely to visit the branch.

Branch networks can provide wide coverage, and a very visible local presence. Staff can benefit from local knowledge, and even involve themselves in community affairs.

However, operating costs of buildings and staff can be high, and it can be difficult to ensure consistent levels of service, with the right skills in the right place at the right time.

Many banks distribute administration and processing across the branches. A historical practise that today means unnecessary costs, increased operational risk and a lack of flexibility for the customer.

Effective branch technology therefore holds the promise of an exceptional return on investment.

The challenge

The journey from remote mini-bank to sales and service outlet demands flexible systems that can address all the strategic options:

- + Extensive coverage, or offices concentrated in densely populated locations
- + Full service outlets, or tiered networks with specialist centres
- + In-store branches
- + Dedicated cashiers with separate personal bankers and lending staff, or generalist staff handling a wide range of services

Summary of Benefits

- + Designed for retail branch banking staff
- + Reduces costs by increasing efficiency
- + Helps provide consistent customer service across the network
- + Comprehensive support for Cashier operations
- + Full set of customisable transactions delivered as standard
- + Toolkit for additional transactions
- + Optional signature and photograph verification
- + Optional integrated customer relationship management
- + Fully integrated with Equation core banking server
- + On-line real time operation for upto- date enquiries and accurate validation
- + Fall-back mode of off-line operation
- + Relieves Equation core banking server of branch automation workloads
- + Flexible configuration in small branches and in large full service branches
- + Ease of implementation and fast rollout

Bank staff can tailor transactions, add additional functionality to the transaction set, or add completely new transactions whenever required.

... ready-to-run functionality to support cashiers, personal bankers and relationship managers.

There is also the question of integrating the branch network with the core banking system. This has traditionally resulted in considerable expense during implementations. And how does the system cope with communications failures? Is the bank able to keep its doors open when links to the central system are down?

The answer

Equation Branch Automation is designed to support customer-facing staff within a retail branch banking environment.

The Equation Branch Automation system is already tightly integrated with the Equation core banking server, and provides ready-to-run functionality to support cashiers, personal bankers and relationship managers.

Equation Branch Automation allows on-line, real-time transaction processing for the Equation Banking Server, with immediate access to account and transaction information and verification of availability of funds.

In addition, it provides specific functionality to support branch operations, including:

- + over-the-counter transactions
- + foreign exchange
- + purchase and sale of drafts and travellers' cheques
- + signature and photograph verification
- + production of transaction advices
- + updating of passbooks
- + till balancing
- + inventory control for travellers' cheques and currency notes

A complete electronic journal is provided along with production of statistics to assist branch management. Equation Branch Automation relieves the core banking system of this workload, and thus makes a major contribution to overall system and operational efficiency.

Although designed as an on-line system, Equation Branch Automation can also operate in a fall-back mode of off-line operation, thus providing continuity of service should communications links be interrupted.

Designed to reduce the risk of reconciliation and boost productivity, Misys Bankmaster automates data reconciliation from both internal and external sources.

Total flexibility

Although delivered with a wide-range of standard transactions and functions, Equation Branch Automation is also designed to be easily modified and extended. Bank staff can tailor transactions, add additional functionality to the transaction set, or add completely new transactions whenever required.

Putting customer relationship management close to the customer

Equation Branch Automation can also include Relationship Manager, a customer relationship management application which includes customer profiling, contact management, alerts, a workflow system and on-line product help. Relationship Manager can be deployed on all workstations within the branch, or only for staff who are assigned specific responsibility for customer relationship management. When used in conjunction with the cashier application, the functions are integrated, so that tellering activities can be handled from within the customer relationship management system.

Sophisticated banking, easy implementation

Equation Branch Automation has been designed with a variety of delivery options. For a bank looking for the fastest return, all functionality can be implemented from the start – the “Big Bang” approach.

Alternatively, a bank may take a more cautious approach.

Many install a basic transaction-processing system as a priority, and then over time add additional functionality to meet business objectives. The cashier functions and signature verification can be rolled out very quickly, and then added functionality such as Relationship Manager can be implemented and integrated with the existing functionality in accordance with the bank’s business objectives.

System configuration is highly flexible, and can economically support small branches as well as large full-service outlets. A single solution fits every outlet.

Safety in numbers

Equation Branch Automation brings rich functionality, flexible implementation, resilience against communication failure and a strong return on investment. That is why over 200 financial institutions bank on it every day.

... designed with a variety of delivery options.



For more information on
how Misys Equation can help
you please visit:
www.misys.com/banking

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