axxiome

DIGITAL BRANCH & TELLER

An innovative solution for customer-centric, future-ready branches

BRANCH EVOLUTION CHALLENGES

High operating costs and the rise of digital channels are leading to widespread branch closures. While digital channels offer convenience, they lack the personal touch of in-person interactions.

Surveys consistently confirm, that consumers prefer branch networks for tasks such as opening an account, as they see physical branches as symbols of stability and trust. The pandemic has exacerbated the shift in investment priorities towards digital, neglecting outdated branch technology and hindering their crucial digital transformation.

OUR SOLUTION

Discover Axxiome Digital: an innovative, modular, and cloud-native teller solution, designed for the next-generation branch experience. This multi-core-capable system seamlessly integrates customer channels, such as mobile banking, directly into branch operations, and empowers customer service representatives with enhanced mobility.

Axxiome Digital enables tellers and bank staff to accomplish more in less time by significantly reducing reliance on paper-based processes. It effortlessly connects to existing peripherals, avoiding costly replacements and boosting operational efficiency.

THE BENEFITS

ENABLES ANY FUTURE BRANCH STRATEGY	EMPOWERS A MOBILE BRANCH EXPERIENCE	INCREASES CUSTOMER AND STAFF SATISFACTION	REDUCES QUEUES AND WAITING TIMES
INTEGRATES EXISTING BRANCH DEVICES	ENABLES CORE INDEPENDENCE	DECREASES INFRASTRUCTURE COSTS	LOWERS PAPER-RELATED COSTS

THE CAPABILITIES

MOBILE AGENTS
Empower teller agents with on-the-go capabilities and real-time customer service in and outside branches.

TELLER CAPTURE
Automatic cheque capture and recognition including CAR/LAR Mismatch Detection, Signature Presence, and more.

CASH MOVEMENTS
Controlled cash movement with flexible workflow management between workstations, the vault and transport providers.

REMOTE APPROVALS
Enable complex, hierarchical approval workflows. Ability to approve requests remotely, including on Mobile devices.

COLLEAGUE CHAT
Colleagues can chat directly from the application, for example to aid remote approvals.

KEYBOARD OPERATION
The software enables mouse and keyboard operation, allowing user-configurable shortcuts.

MULTI-CURRENCY
Support operations in several different currencies, including Crypto.

AUDIT AND REPORTS
All transactions and operations are recorded in the Journal, supported by a comprehensive set of readily available reports.

CUSTOMER 360
Single view of the customer position and relationships across products, services and data sources.

MULTI-TRANSACTION
Allows the execution of several customer transactions in one go, improving efficiency and speeding up customer service.