

Jyske Bank Offers Best-in-Class Customer Service

User-friendly, high-performance cash recycling systems installed.

Improved customer service and more efficient processes were the top priorities for Jyske Bank. To achieve these goals, Denmark's third-largest bank selected cash recycling systems from Diebold Nixdorf. The new systems, met with outstanding acceptance and a thoroughly positive response from customers, clearly show it was the right decision to solely rely on Diebold Nixdorf systems in the field of deposits and cash recycling.

Bank Overview

Jyske Bank

Headquarters:
Silkeborg



4,191 employees, **141** locations
and **DKK 541.6** million in assets



SOLUTIONS



Deployment and installation of 52 multifunctional CS4x60 recycling systems



Implementation of self-service monitoring solution ProView and precise quality data analysis and precise quality data analysis

IMPACT



Better customer service thanks to userfriendly self-service systems



Improved customer satisfaction as a result of the cash recycling systems' robust, efficient operation



Process efficiency and cost reduction due to automated cash processes



Increased availability of all systems through efficient service processes



Flexibility from configuration options

Banking Services

Cash recycling systems from Diebold Nixdorf are convenient, flexible and user-friendly.

Jyske Bank stands for personal, individual advising and a fresh, innovative design concept. To improve customer service, the bank wanted to install self-service systems that not only offered a user-friendly interface and high performance, but could also be flexibly configured and allow different denominations, such as euros and Danish krone, to be deposited in one bundle. The bank chose cash recycling systems from Diebold Nixdorf.

Factors that played a crucial role in this decision include user friendliness, quality and flexibility of the systems. After the successful initial test installation in January 2015, the first cash recycling system went into operation in August 2015. Installation of a further 14 systems followed in 2015. In 2016, the bank is installing approximately another 60, and by mid 2017, all the branches will have at least one cash recycler installed.

SEAMLESS INTEGRATION

To achieve a smooth rollout and to integrate the systems, the Diebold Nixdorf team worked hand-in-hand with the bank's IT staff. The usage of ProView self-service monitoring software and precise quality data analysis will ensure high system availability at all times. Thanks to real-time data, it is possible to quickly detect the cause of problems and fine-tune the cassette configuration for optimum processes.

IMPROVED CUSTOMER SERVICE AND EFFICIENT PROCESSES

Thanks to the user-friendly cash recycling systems and installation of ProView, Jyske Bank can offer its customers fast, streamlined service at any time of day. But not only customers benefit from the new systems. The bank has also realized significant savings in terms of time and money by having automated its cash processes.



“We can now offer our customers improved services 24/7 while at the same time benefit from the efficient processes made possible by recycling technology. We are very satisfied with cash recycling technology and convinced that Diebold Nixdorf is the right partner for us.”

— **Lars Dam Kähler**, Senior Business Developer, ATM, Jyske Bank