

New Construction on a Current Site Yielded a Transformative Customer Experience inside the Branch.

THE CUSTOMER CHALLENGE

The Sparkasse Oder-Spree Erkner branch hadn't undergone a significant renovation in 25 years. Structural conditions meant the bank was unable to perform a simple update of the space. Instead, a team from Diebold Nixdorf worked with Sparkasse to re-envision the branch from the ground up, focusing on implementing a modern, customer-driven open concept that was distinct from other branches. The result is a new branch that offers customers the most up-to-date solutions in a friendly, welcoming environment.

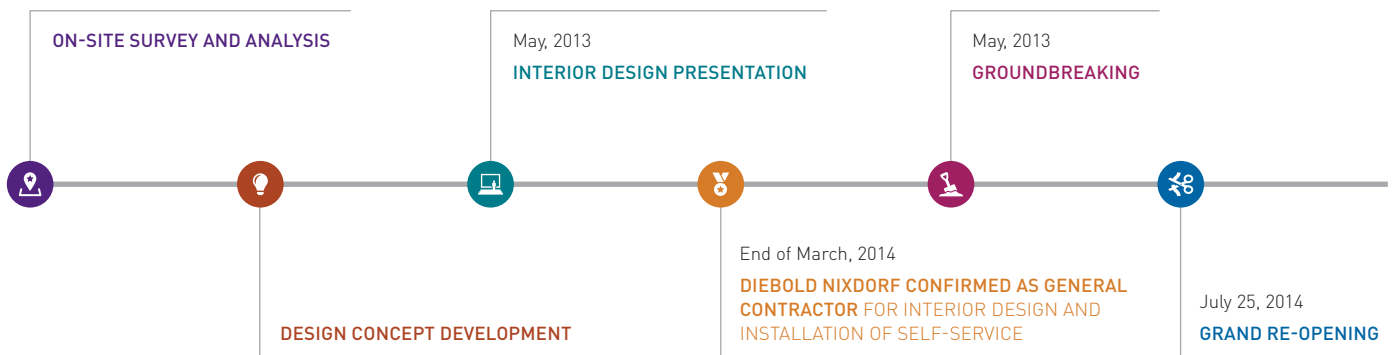
TIMELINE & PROJECT OVERVIEW

In designing the Erkner branch, we had a special opportunity to incorporate the aesthetic of the region itself. The Diebold Nixdorf design team worked with Sparkasse to conceptualize a space that reflected key natural elements of Erkner, including local lakes and forested areas. Water played a significant role in the design, with ideas ranging from a symbolic wooden boardwalk leading to the consultation room, to the silhouette of a forest painted onto a main wall.

The new design completely transformed the space, and brought the outside in through natural light and fanciful design elements. Bright, modern, barrier-free spaces offer easy access for customers and plenty of opportunities for engagement with staff on two levels.



Project rendering.



PROJECT HIGHLIGHTS



Complete reconstruction
branch was overhauled from the ground up



Process-driven design
internal bank processes informed design decisions



Customized to region
branch updates reflect local character and personality

PROJECT RESULTS



Natural elements are a hallmark of the new space.



Unexpected touches, like these silhouetted trees, are sprinkled throughout the branch.



A Diebold Nixdorf architect took the photo of the old Spree River that hangs in the consultation room.



Sliding glass walls in the conference rooms enable flexibility for breakout spaces.

A VISIONARY PARTNERSHIP

“Everything worked well exactly according to the plan without interrupting our services times. The customers were able to use their bank as they always had.”

— **Harald Schmidt**, Bank Manager, Sparkasse Oder-Spree