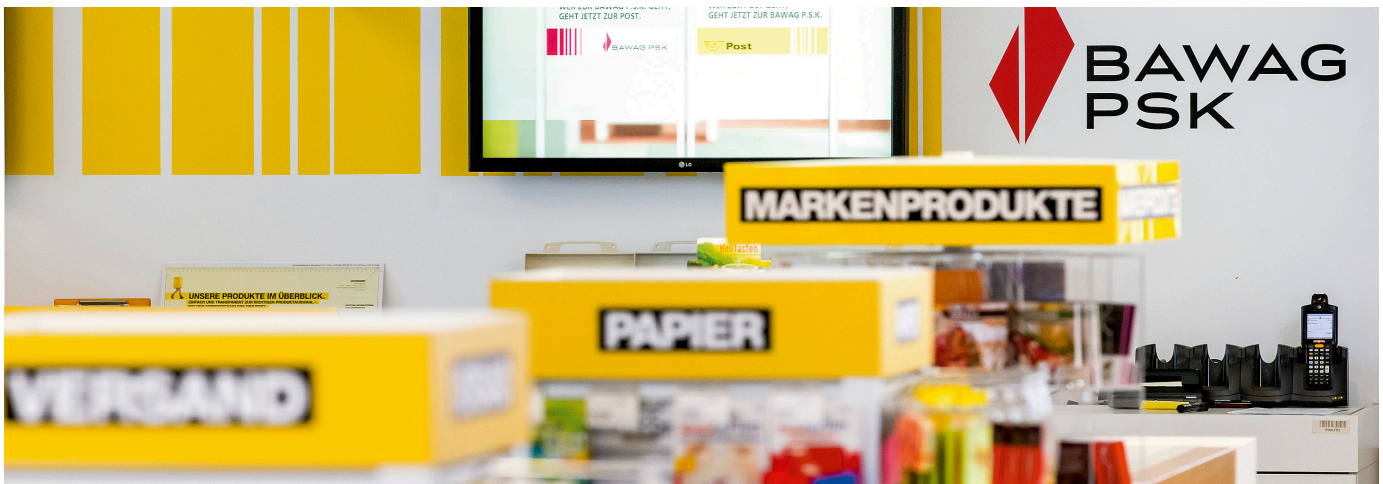


Integrated Banking and Postal Branch Services

Together, the Austrian bank BAWAG P.S.K. and postal service Post AG have created a unique network of tightly integrated branches. Today, customers visiting one of their 500 jointly managed branches have access to both financial and postal services, powered by Diebold Nixdorf's self-service technology.



The branch offensive began in 2010 when BAWAG, with more than 1.6 million private and business customers, entered into a partnership with Austria Post, the country's postal service provider. The new concept involved combining branches and introducing three main service areas in each: the transaction counter, which offers both postal and financial services, the consulting section for services requiring greater personal support and the self-center zone.

"We have strongly promoted the self-serving offerings, and our customers are now making good use of them," says Bernhard Kainz, Chief Information Officer at BAWAG. "The self-service migration has been running parallel to the automation process also underway at the bank, helping us achieve our goal of becoming one of Europe's most efficiently run banks." The bank already is among Europe's top ten based on return on equity and cost-income-ratio.

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END-TO-END SOLUTION

For technology, BAWAG opted for an end-to-end solution consisting of Diebold Nixdorf’s self-service software based on an open, network-centric architecture, advanced hardware and outsourcing services. As part of the self-service campaign, all 150 existing branches were completely modernized and 350 new branches added to the network. Also, new services were introduced such as the ability to deposit cash in new cash recycling terminals.

“Due to the scope of the project and the great time pressure, we wanted to have everything from a single source,” says Kaiz. “There were times when we opened three branches a month and found ourselves spending far too much time equipping them.”

SMARTCASH AT ATMS WITHOUT A CARD

BAWAG continues to develop innovative services to enhance the customer experience and improve operating efficiency. “SmartCash” is a prime example. The new service allows customers to withdraw cash without a card. They simply type into the ATM a 10-digit code that is generated via BAWAG’s e-banking app and sent as a text message to their smartphones. Diebold Nixdorf’s PC/E software serves as the enabling technology for the new service. The solution includes a smart-client component that runs in the ATM and a server component that authorizes the withdrawal through the code.

Using a smartphone instead of bankcard to withdraw cash was not the original aim of developing the new services. However, BAWAG’s initial plan called for using SmartCash technology to introduce assisted self-service, supporting branches staffed only with consultants who have no access to cash. In these branches, cash is occasionally required. For example, when a savings account is discontinued. With the SmartCash function, bank advisors can generate the 10-digit code on their computers and, if necessary, accompany customers to an ATM to have their savings paid out in cash.



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“The idea of using the feature for other tasks came later,” recalls Kainz. Examples include allowing customers who have lost their bankcard to withdraw money and forwarding cash to someone. SmartCash is just one of many innovative products BAWAG has developed or is in the process of developing. “Retail bankers dream of customers entering a branch at 11 p.m. and leaving it five minutes later with a mortgage loan – a prospect that harbors abundant potential for the bank and its IT partner,” he says.