TRANSACTION SYSTEMS

Remote Teller System

Empowering New Ways of Banking with SimpleRTS

BRANCH IN A KIOSK: CHANGING THE WAY WE BANK

In their journey towards digital transformation, financial institutions are looking into ways to reduce their branch network footprint, and at the same time remain competitive. **Transaction Systems** introduces the **SimpleRTS**, a Remote Teller System (RTS), that challenges the way we do banking. A compact kiosk, which can be used both as a traditional unattended terminal or as a remote teller, capable of performing almost all available branch transactions, RTS makes **Branch-in-a-Kiosk** a reality.

Benefits:

- Network footprint expansion with the minimum investment
- Customer service cost optimization
- Extended operation hours, up to a 24/7 basis
- Reduce number of existing branches while increasing productivity
- Relief pressure during high peak days and hours
- Increased customer satisfaction and revenues.

The Challenges

- Smooth transaction flows
- Integration of different applications & devices
- Provide personalized services to customers
- Handle all possible scenarios/flows when servicing the customer

The Solution

- Customized kiosk design & selection of modules
- Integration between kiosk application with the Bank's systems & LiveBank, a video collaboration platform
- Provides freedom to the remote teller but also applied security rules and flows

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CUSTOMIZABLE CONFIGURATION

The list of modules from which a customer can pick and define his preferred configuration:

Enhanced cabin 3mm
Certified safe (From UL to CEN)
Industrial central processing unit
Wide touch screen varying from 22" up to 27"
Uninterruptible power supply (UPS)
A4 thermal printer
A4 scanner single or dual side
ID & passport reader
Signature pad
Barcode QR reader
NFC/Contactless reader (EMV/PCI Certified)
Encrypted PIN Pad (EMV/PCI Certified)
Proximity sensor
Multimedia speakers Instant card issuing module

Headset jack
Headset phone
MS Windows
Electrostatic painting (Bank colors)
Anchoring
Banknote recycler
Finger vein reader
Check scanner single or bulk
Coin dispenser
Coin acceptor
LED indicators
HD camera

In case of particular requirements, the RTS can be further customized to accommodate new modules.

MULTI-PURPOSE CAPABILITIES

The wide range of modules, makes SimpleRTS the ideal solution capable to deliver a wide variety of functions and transactions :

SUPPORTED FUNCTIONS

- ECB-6 management
- Customer authentication via:
  - ▶ Card & PIN
  - ▶ Electronic Signature
  - ▶ ID & Passport
  - ▶ Finger Vein
- A4 document scanning & printing
- A4 statement printing
- Video-collaboration sessions between customer and remote teller
- Barcode and QR scanning
- Card issuing
- Cheque scanner
- Banknote recycling
- Coin dispense and deposit
- Contactless reader

SUPPORTED TRANSACTIONS

- Cash deposits
- Cash withdrawals
- Account transfers
- Statement printing
- Card payment
- Utility & government payments via cash & card
- Account opening
- Loan applications
- Card issuing
- PIN delivery & change
- Cheque deposits
- Mobile Top-Up
- FX

CENTRAL MANAGEMENT

The RTS is coming with a fully capable administration console delivering easy and efficient management of the installed kiosk, while providing features such as:

- ▶ Device Management
- ▶ Incident Management
- ▶ Network Management
- ▶ Transaction Processing
- ▶ Dashboard Monitoring
- ▶ Software Management
- ▶ Business Intelligence
- ▶ Switching