

## Press Release

### **Standard Bank and Infosys Finacle awarded the Best Branch Digitisation Initiative, Application or Programme in Africa at The Asian Banker Financial Technology Innovation Middle East and Africa Awards Programme 2019**

- **The bank implemented mobile teller solution with 32 automated processes and intuitive dashboard for tellers, RMs and agents**
- **The solution expanded branch capacity to serve customers by over 35%, reduced turnaround time by 40%**
- **The system witnessed strong adoption of over 80% and brought notable customer convenience**

**Dubai March 21<sup>st</sup> 2019**– Standard Bank and Infosys Finacle were awarded the Best Branch Digitisation Initiative, Application or Programme in Africa at The Asian Banker Financial Technology Innovation Middle East and Africa Awards Programme 2019.

The awards ceremony was held in conjunction with The Excellence in Retail Financial Services Convention 2019 at Conrad Dubai, U.A.E on March 21<sup>st</sup> 2019.



## **The bank has implemented a mobile teller solution with 32 automated processes and intuitive dashboard for tellers, RMs and agents**

The bank implemented Finacle Mobile Teller, a branch banking mobile solution with intuitive dashboard for tellers, relationship managers (RMs) and agents. The system automated 32 key branch banking processes as it enabled traditional operations such as cash deposit, cash withdrawal, funds transfer etc from anywhere within the branch for tellers. It provided RMs with a comprehensive analytical & graphical insight into customer details. Further, operating on both offline and online mode of operation it enabled the agents to perform the on-boarding process even in locations with limited network connectivity

## **The solution expanded branch capacity to serve customers by over 35%, reduced turnaround time by 40%**

With this solution the bank enabled paperless banking processes and expanded the bank's capacity to serve customers at the branches by over 35%. The improved transaction processing capability reduced the transactions turn-around time by almost 40% with limited input fields, reducing the overall load on branches. Significant efficiency benefits emerged as the branch network costs reduced by 14%, branch stationery cost dropped by 50% and the teller training time and costs also fell.

## **The system witnessed strong adoption of over 80% and brought notable customer convenience**

The system was scaled to be rapidly deployed across 107 branches over short duration of 22 weeks. There was strong adoption among tellers with over 80% and over 800 front end employees were trained for this. It resulted in greater convenience, faster transactions, reduced queues and paperless banking for customers.

The Asian Banker Middle East and Africa Awards Programme is refereed by prominent global bankers, IT consultants and academics, and is the most prestigious of its kind in West Africa. Recipients of these awards are honoured in a gala event that recognises their efforts in bringing superior products and services to their customers. A stringent and comprehensive evaluation process determines the awardees.

## **About The Asian Banker International**

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Manila, Hong Kong, Beijing, and Dubai, as well as representatives in London, New York, and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is [www.theasianbanker.com](http://www.theasianbanker.com)

You may visit the Financial Technology Innovation Middle East and Africa Awards gallery at [https://www.facebook.com/pg/TheAsianBanker/photos/?tab=album&album\\_id=10157080239284804](https://www.facebook.com/pg/TheAsianBanker/photos/?tab=album&album_id=10157080239284804)

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