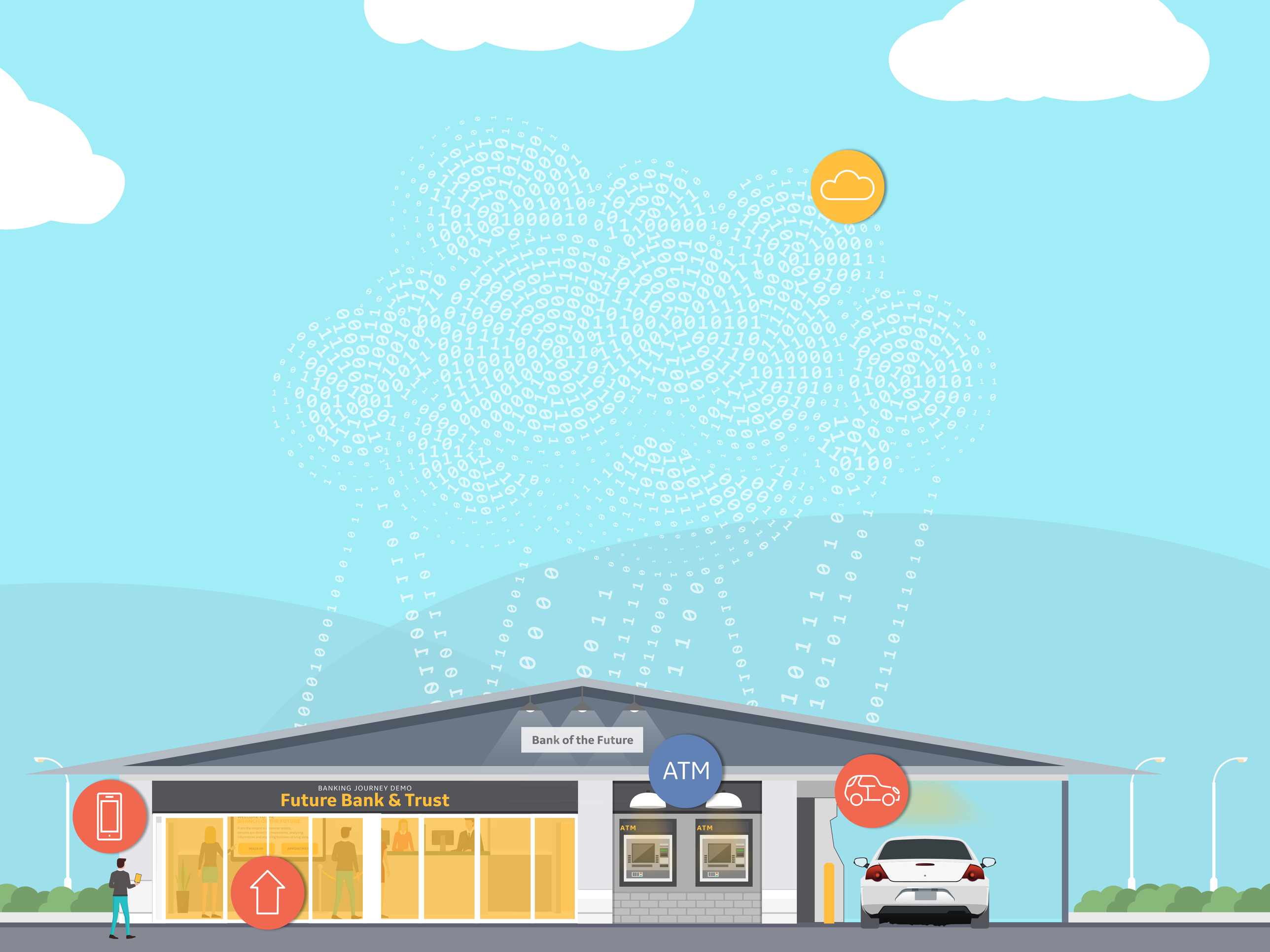

Bank of the Future
ATM
BANKING JOURNEY DEMO
Future Bank & Trust
ATM
ATM

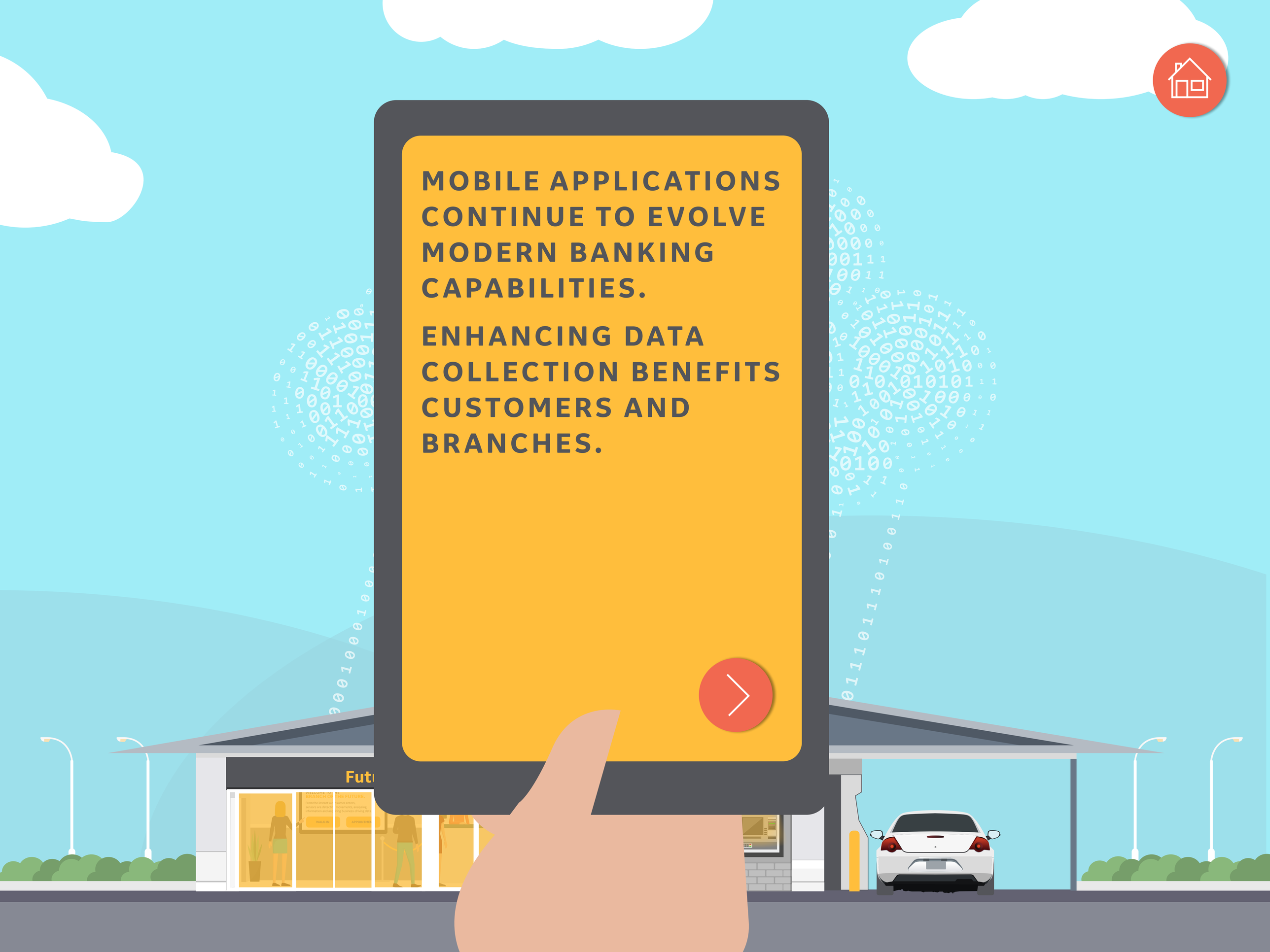
THE CLOUD RECEIVES DATA

COLLECTED FROM THE CURRENT INFRASTRUCTURE.

This collection of data is then used through applications to:

- Drive analytics.
- Create insights.
- Improve business performance.

These apps can deliver energy efficiencies along with improved operational efficiencies.


MOBILE APPLICATIONS CONTINUE TO EVOLVE MODERN BANKING CAPABILITIES.
ENHANCING DATA COLLECTION BENEFITS CUSTOMERS AND BRANCHES.

MOBILE ADVANTAGES FOR CUSTOMERS:

- Transactions
- Appointment scheduling
- Time-savings at branch

MOBILE ADVANTAGES FOR BANKS:

- Branch migration
- Problem-solving solutions
- Fewer walk-ins/More appointments

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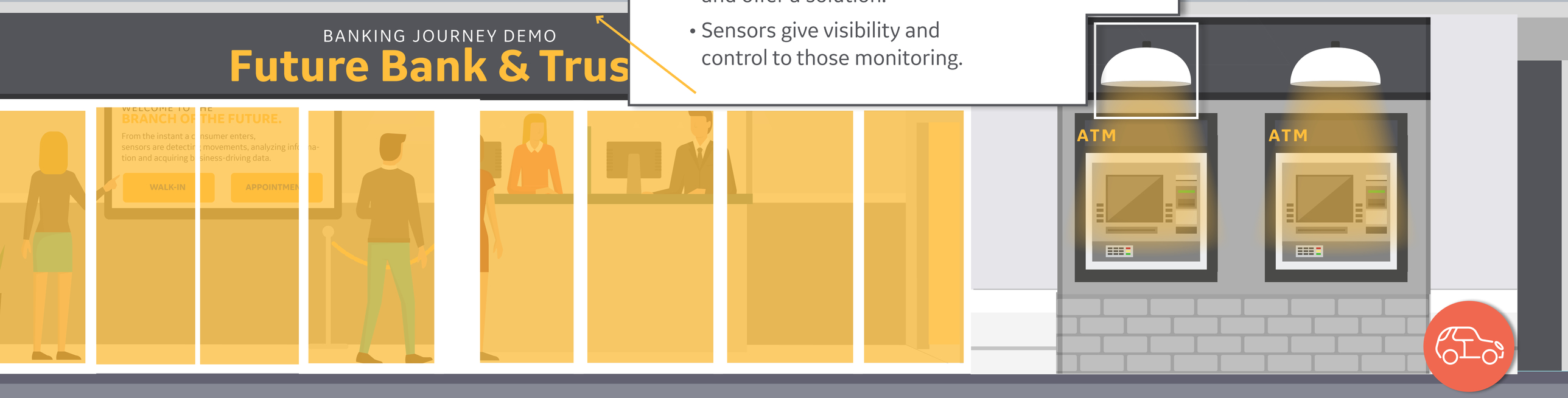
BRANCH OF THE FUTURE.
From the instant a consumer enters,
sensors are detecting movements, analyzing information and acquiring business-driving data.
WALK-IN
ATM
ATM
ATM

MONITOR FOR SAFETY.

DON'T LEAVE CONSUMERS IN THE DARK.

If a light goes out or a fixture fails, an alarm can be sent to rectify the issue.

- Sensors diagnose the problem and offer a solution.
- Sensors give visibility and control to those monitoring.

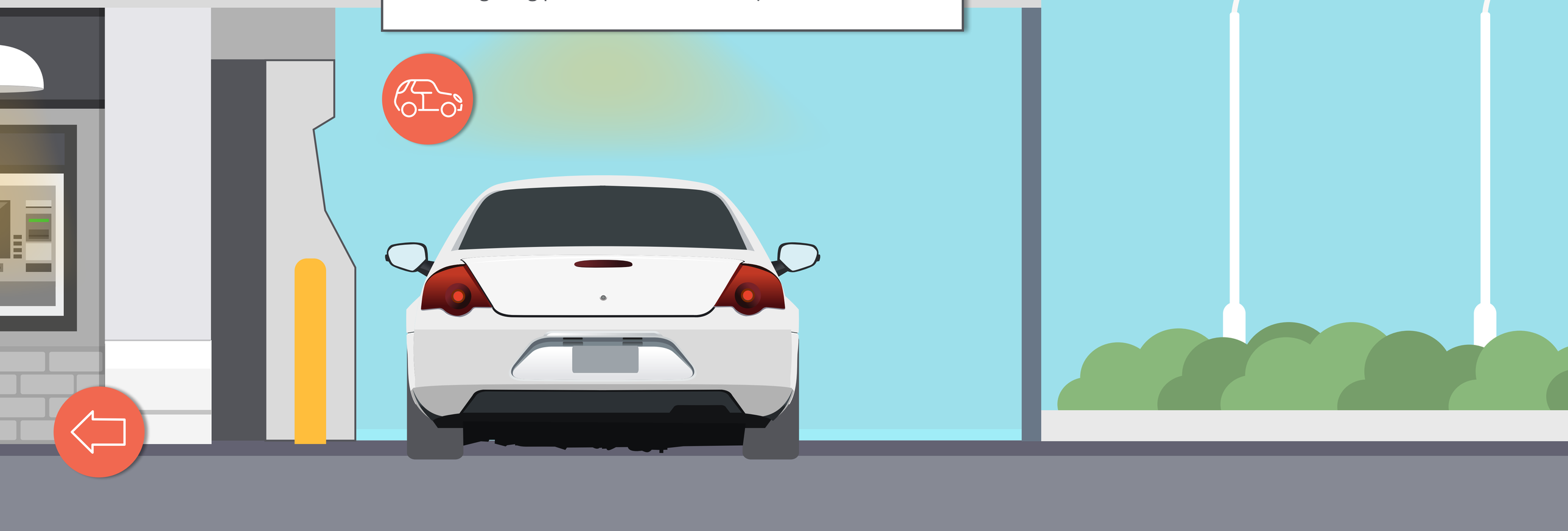


FASTER, SAFER TRANSACTIONS

FROM BEHIND THE WHEEL.

Customers make a quick self-service stop at the bank to handle transactions.

- Sensors capture traffic patterns for peak times and peak efficiency.
- Sensors direct customers to fastest lane.
- Lighting provides added security.



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BRANCH OF THE FUTURE.
From the instant a consumer enters,
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WALK-IN
ATM
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Bank of th
WELCOME TO THE
BRANCH OF THE FUTURE.
Before a customer is greeted by a Customer Experience Manager, sensors are detecting movements, analyzing information and acquiring business-driving data.
Walk-in
Appointment

WAIT TIMES DOWN.
CUSTOMER SATISFACTION UP.
THE LOBBY IS NO LONGER A WAITING ROOM.
Data acquired through mobile applications means the lobby is no longer congested.
The customer is set up to step up to the Customer Experience Manager.
WELCOME, JEN.
Please report to conference room 1.
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Conference 1
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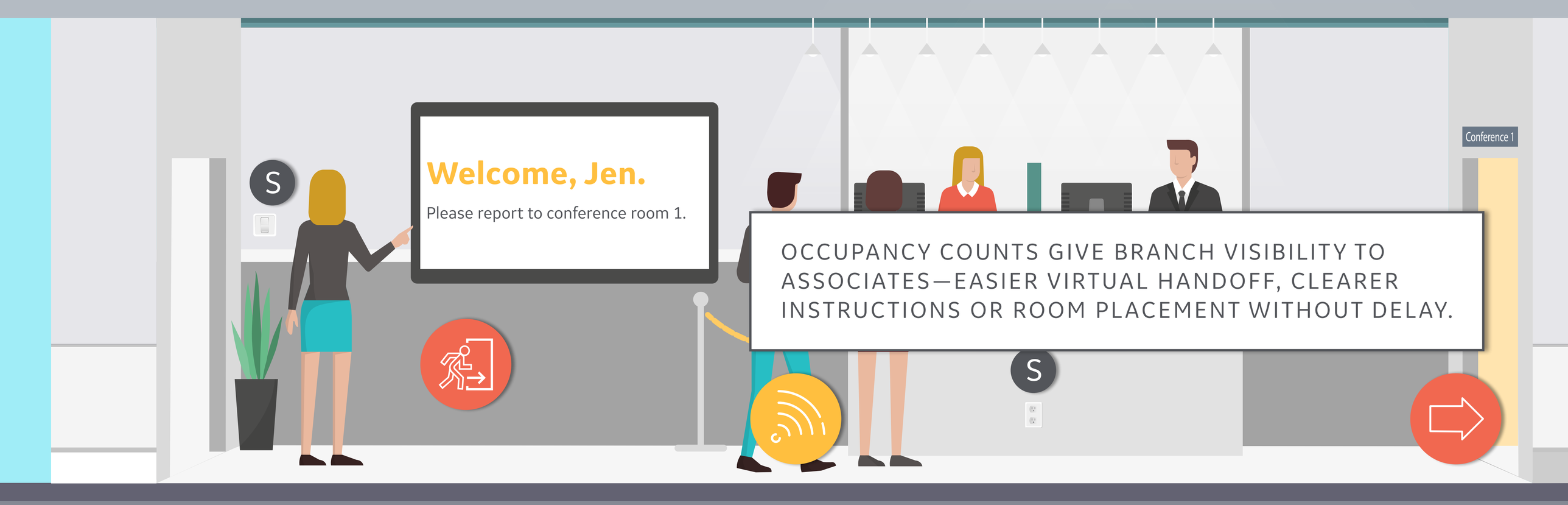
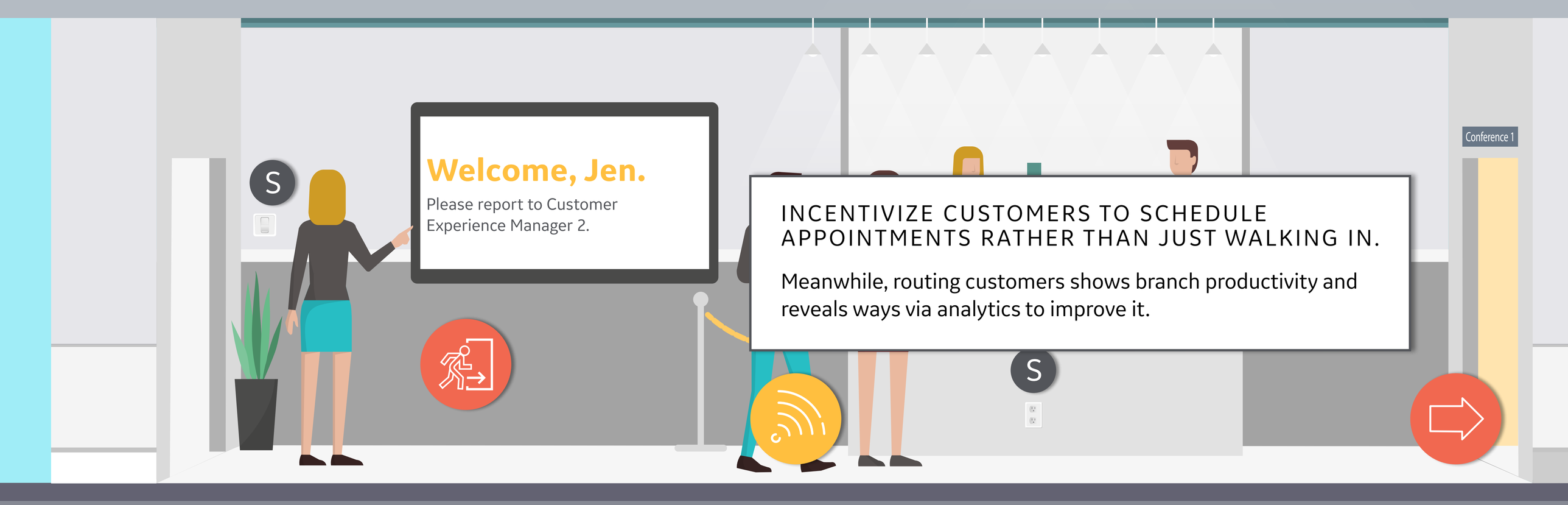
Bank of the Future



OCCUPANCY COUNTS GIVE BRANCH VISIBILITY TO ASSOCIATES—EASIER VIRTUAL HANDOFF, CLEARER INSTRUCTIONS OR ROOM PLACEMENT WITHOUT DELAY.

Bank of the Future
AN APPOINTMENT
WITH CONVENIENCE:
Know what customers want before they even open the door.
Welcome, Jen.
Please report to Customer Experience Manager 2.
Conference 1

Bank of the Future



INCENTIVIZE CUSTOMERS TO SCHEDULE APPOINTMENTS RATHER THAN JUST WALKING IN.

Meanwhile, routing customers shows branch productivity and reveals ways via analytics to improve it.

GETTING EVERY PART OF THE BRANCH

TO WORK BETTER.

Sensors can be ubiquitous throughout the branch. The right sensors at the right data points reveal the best efficiencies.

EVOLVE YOUR BRANCH

IN A WAY THAT FITS.

Wireless sensors can reduce wait times, and occupancy data tells which rooms are getting the most use. This can:

- Lead to future reconfigurations of the branch.
- Help with the design of future branches.

SENSORS AND CUSTOMER EXPERIENCE MANAGERS WORK HAND-IN-HAND

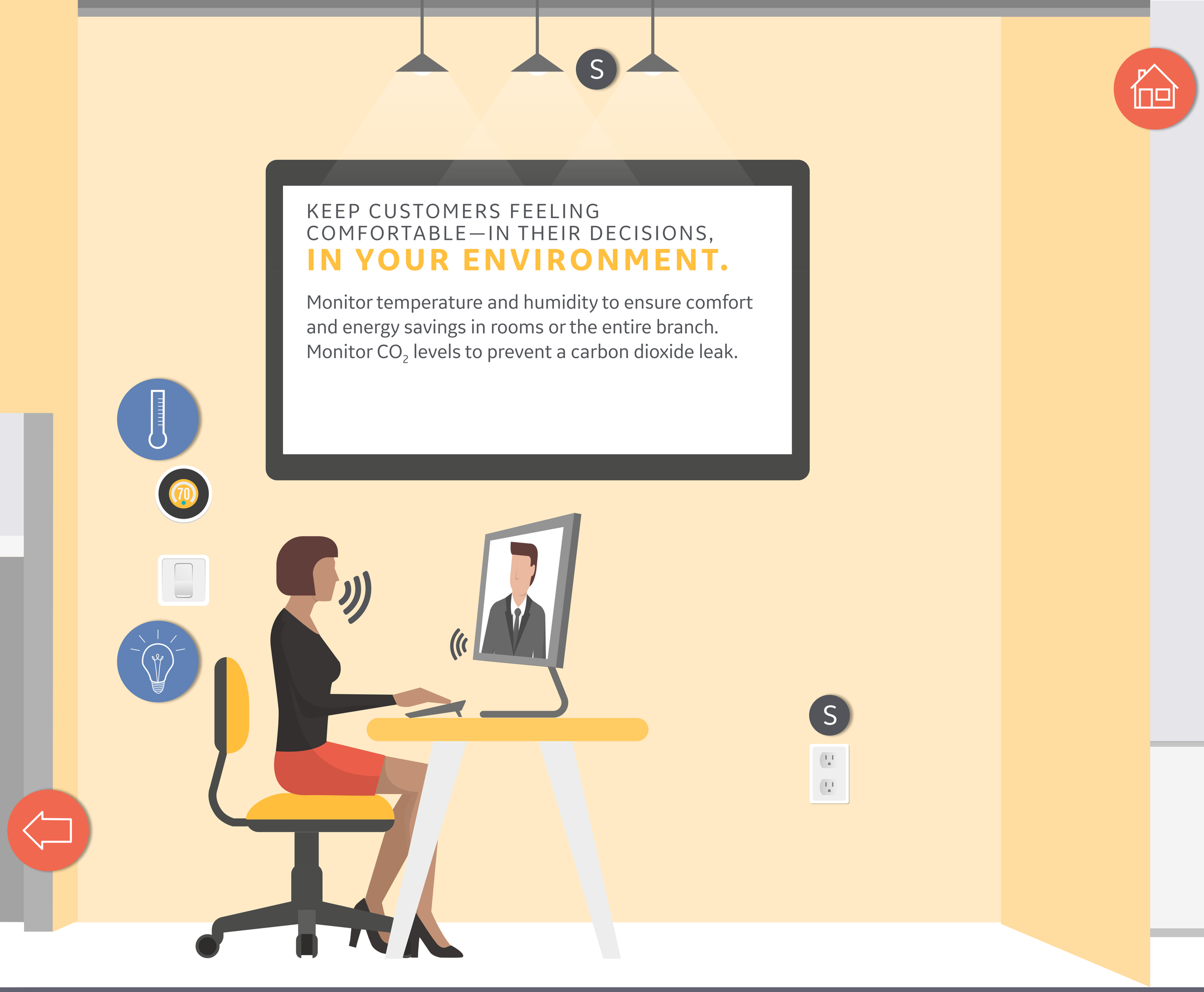
TO CREATE A VIRTUAL HANDOFF.

Routing customers to conference rooms based on specific needs shows organization, personalization and optimization of time. Sensors then detect how to improve upon the data acquired when a room is in use to improve future efficiency.

KEEP CUSTOMERS FEELING COMFORTABLE—IN THEIR DECISIONS,

IN YOUR ENVIRONMENT.

Monitor temperature and humidity to ensure comfort and energy savings in rooms or the entire branch. Monitor CO_2 levels to prevent a carbon dioxide leak.



CONSERVATION WHEN THERE IS NO RESERVATION.

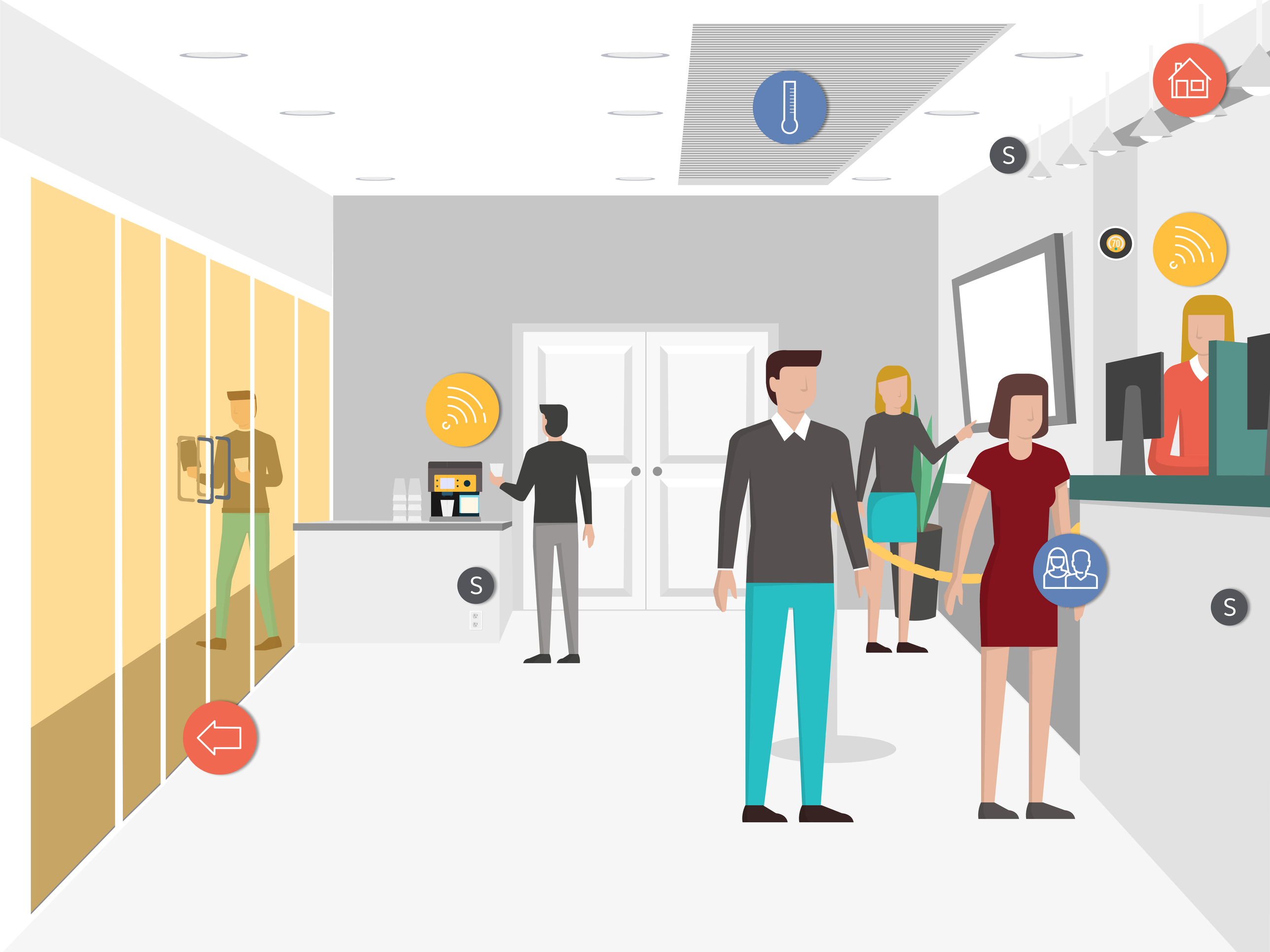
CONTROL UTILITIES BY CONTROLLING THE SPACE.

No movement in a room leads to lights automatically turning off. Lights go on when someone enters the room.

KNOW WHAT IS WORKING AND WHAT CAN BE IMPROVED

WITH REAL-TIME DATA AND BRANCH-SPECIFIC ANALYTICS.

Control the environment, create an inviting atmosphere, build strong brand equity, understand your branch and how to make it better.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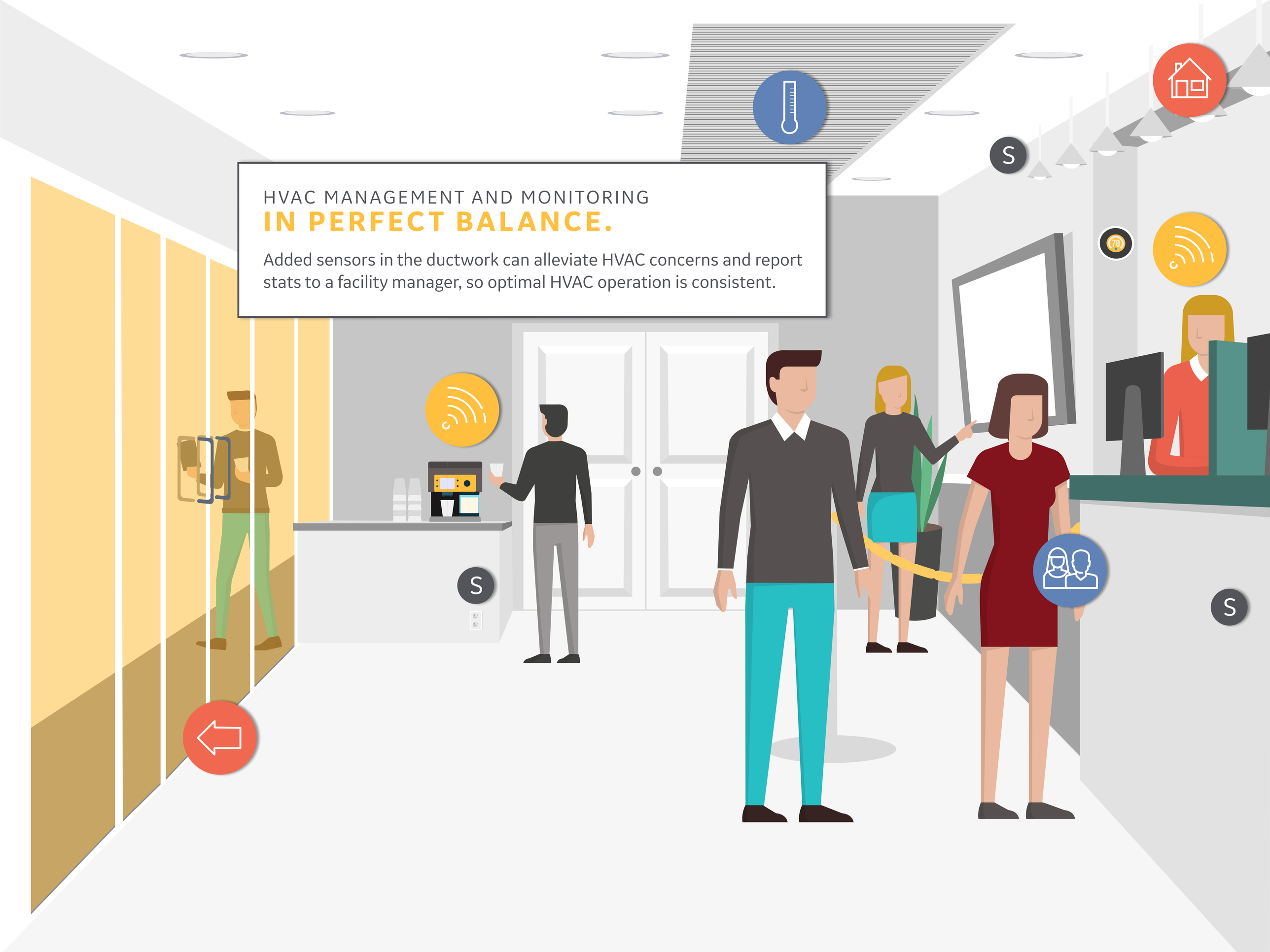
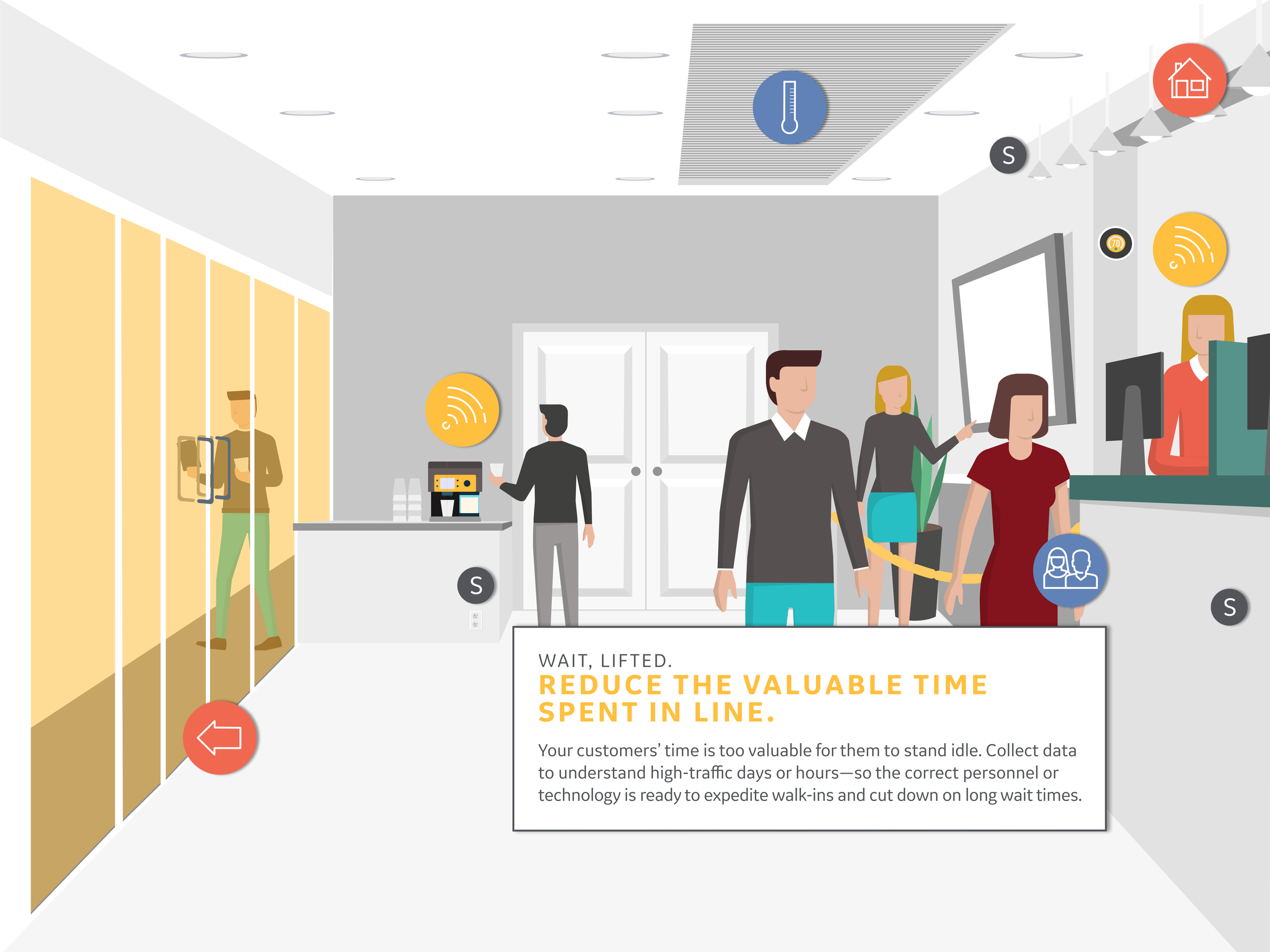
HVAC MANAGEMENT AND MONITORING

IN PERFECT BALANCE.

Added sensors in the ductwork can alleviate HVAC concerns and report stats to a facility manager, so optimal HVAC operation is consistent.





WAIT, LIFTED.

REDUCE THE VALUABLE TIME SPENT IN LINE.

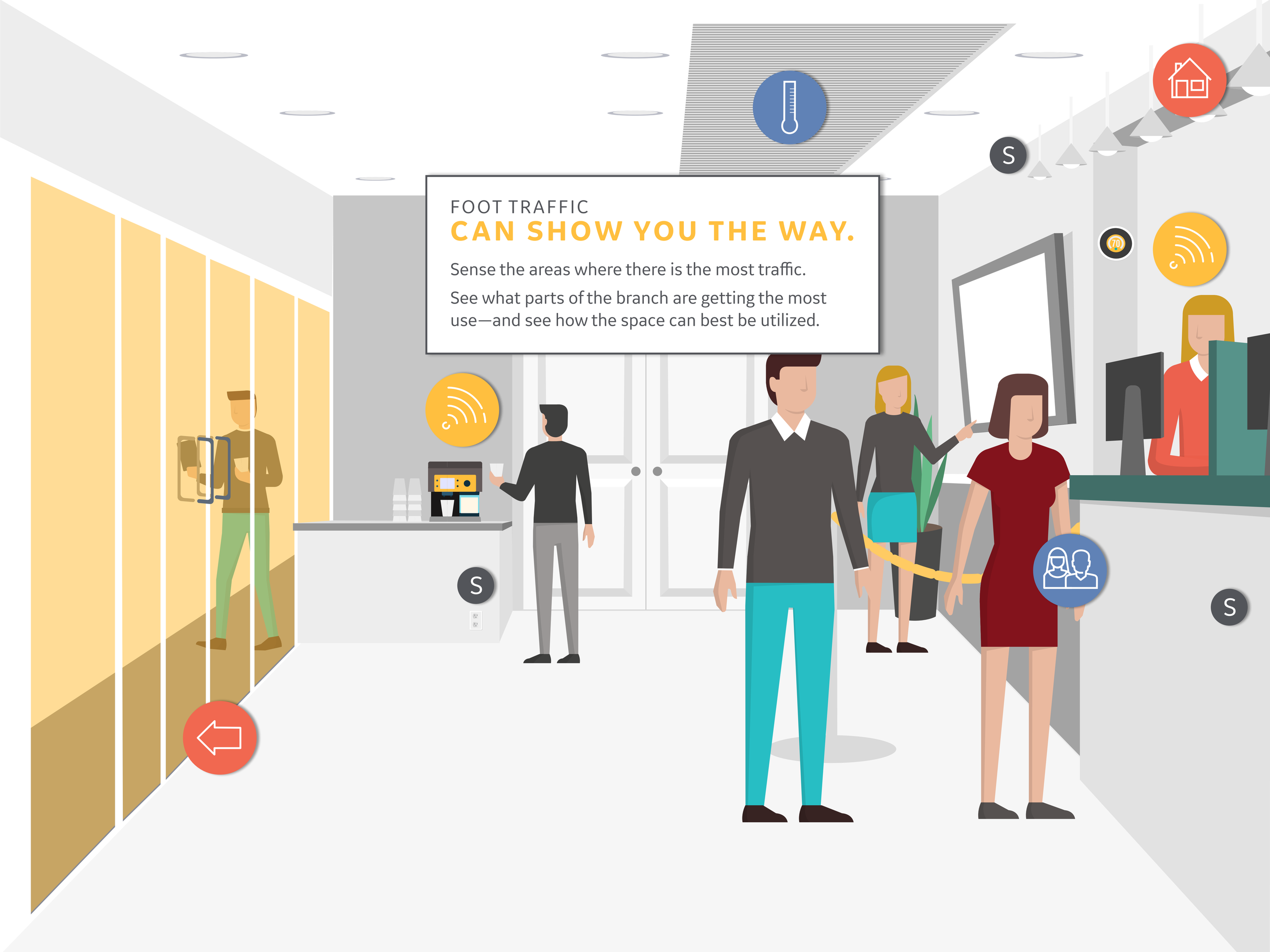
Your customers' time is too valuable for them to stand idle. Collect data to understand high-traffic days or hours—so the correct personnel or technology is ready to expedite walk-ins and cut down on long wait times.

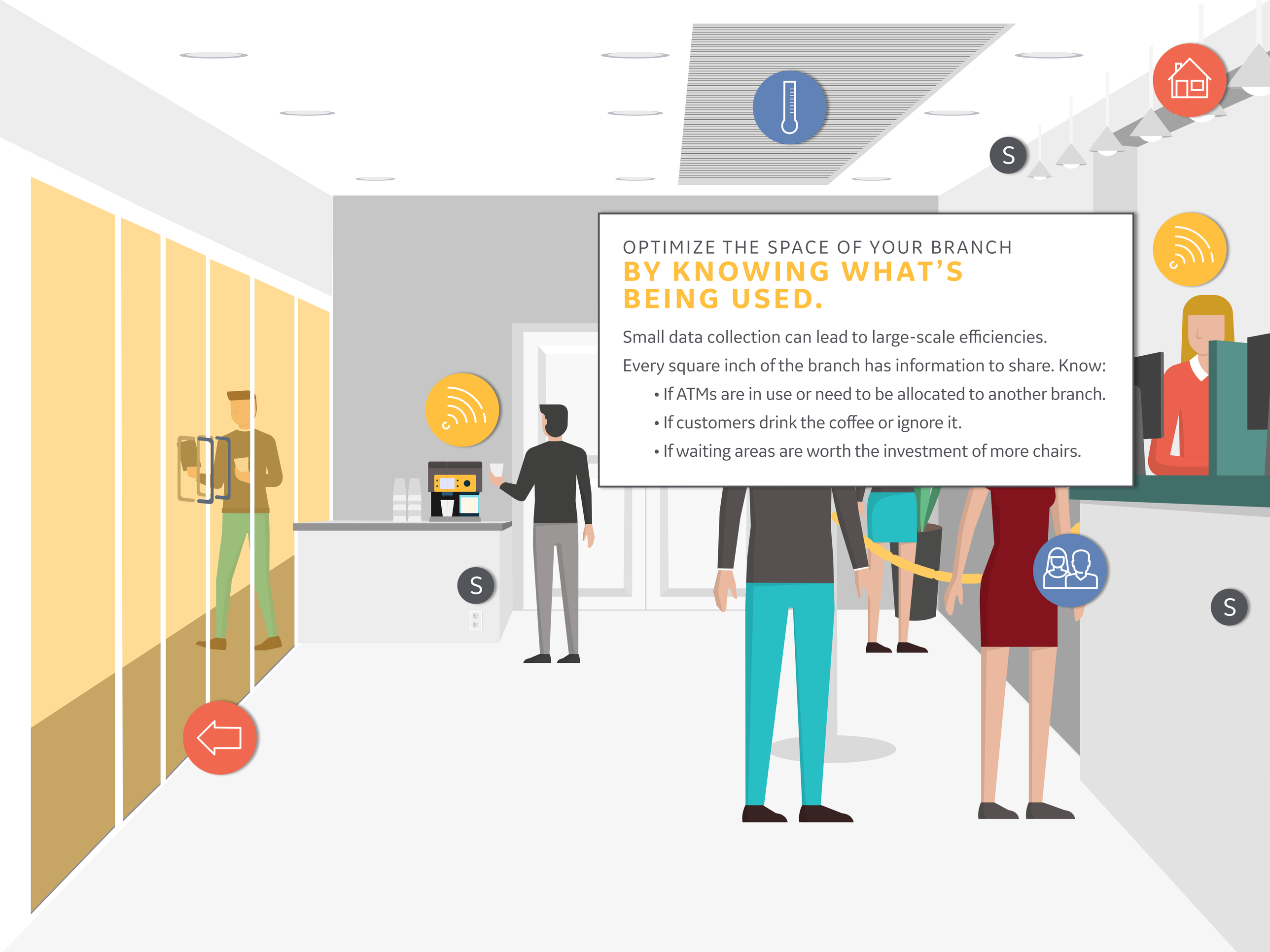
FOOT TRAFFIC

CAN SHOW YOU THE WAY.

Sense the areas where there is the most traffic.

See what parts of the branch are getting the most use—and see how the space can best be utilized.





OPTIMIZE THE SPACE OF YOUR BRANCH

BY KNOWING WHAT'S BEING USED.

Small data collection can lead to large-scale efficiencies.

Every square inch of the branch has information to share. Know:

- If ATMs are in use or need to be allocated to another branch.
- If customers drink the coffee or ignore it.
- If waiting areas are worth the investment of more chairs.