

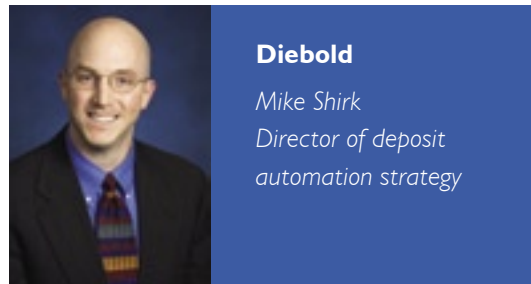
DIEBOLD PERSPECTIVE

Deposit automation is more than just ATM hardware... *and here's why you should care*

By Mike Shirk

Deposit automation involves both hardware and software, both back-end and front-end ...

For the last decade, new banking technologies have been adopted at a breakneck pace. More recently, the slowing economy and increased consumer demand for instant gratification and convenience are prompting financial institutions to focus even more on operational efficiencies and channel optimisation.



Diebold

*Mike Shirk
Director of deposit
automation strategy*

... and it must work with a financial institution's existing infrastructure

Since Check 21 legislation was enacted, US banks and credit unions have realised the benefits of faster, easier and more automated deposits of cheques and cash. Giving consumers the ability to make a deposit without setting foot in a branch or using an envelope – known as deposit automation – is becoming a popular way for financial institutions to stay competitive and address myriad pain points.

By eliminating the need for a teller or full service branch, financial institutions are enjoying more cost-effective, accurate transactions. Other benefits include greater brand differentiation, lower risk of ATM deposit fraud and the ability to use branch employees more effectively – to develop customer relationships and promote higher-level products and services.

A complete package

A common misunderstanding is that deposit automation technology is related solely to the ATM. In fact, deposit automation involves both

hardware and software, both back-end and front-end. Furthermore, at the foundation of any successful deposit automation programme is a partner who delivers reliable service and helps with staff and consumer education and marketing.

As with the integration of any new application, deposit automation technologies must work with a financial institution's existing infrastructure. The initial consumer transaction is just the beginning. The transaction must then be routed from the ATM all the way to item processing. Not to be forgotten are crucial deposit management systems that maintain the security of these transactions while requiring minimal interaction from bank employees.

The components of a complete deposit automation solution include:

- ATM hardware, such as note acceptors and cash recyclers
- Cheque-imaging hardware and software within the ATM
- Software that provides on-screen assistance during the ATM transaction
- Back-end management software
- Item-processing software
- Education for both staff and consumers
- A dependable service programme

A dedication to integration

Integrating all of these components can be a challenge. Choosing a single provider with an intimate knowledge of deposit automation, from the physical components to implementation best-practices, enables a bank to take full advantage of these technologies in the most cost-effective and efficient way possible.

Diebold's Family of Deposit Automation Solutions

Diebold offers financial institutions a total solution in deposit automation from a name they have trusted for 150 years. An expert in the self-service arena, we provide customers with not only the full range of deposit automation applications, but also the tools and knowledge to successfully launch them. We understand the business issues that affect financial institutions around the globe, and we offer support at every step – from physical integration to adoption marketing and teller training.

No matter what your goals or challenges are, Diebold is ready to consult with you on a deposit automation solution that uniquely meets your needs.

Introducing Diebold's next-generation note acceptor

Leveraging its design experience in transporting and managing documents, Diebold is introducing a new bundled cash deposit module to expand its deposit automation portfolio. Developed in-house, the Enhanced Note Acceptor module will operate in the Opteva full-function terminal platform and will be offered as a factory-installed option or as an on-site field upgrade.

The Enhanced Note Acceptor also can be utilised with Diebold's new rapid processing solution. Rapid processing allows financial institutions to provide consumers and business customers with an automated deposit option designed to expedite bulk note and cheque deposits at any time of the day or night, improving security and enhancing convenience at the ATM. Rapid processing is executed in a single transaction that features the simultaneous operation of two modules at the ATM. One module facilitates single or bulk note deposits and the other enables single or bulk cheque deposits. Providing two separate modules, synchronously operating, to conduct a single transaction does more than increase the speed of transactions – it also greatly enhances reliability. ■

Mike Shirk is director of deposit automation strategy at Diebold, Incorporated. Diebold is a global leader in providing integrated self-service delivery and security systems and services. www.diebold.com/depositautomation.

