

Banking Automation **BULLETIN**



Reinventing the bank branch with teller automation

Eurosystem demands actions to accelerate SEPA migration

M-PESA takes off in Kenya

Innovation in banking automation

The future is happening – fast

Country profile:
Poland



Banking Automation



Teller automation key to facilitating branch transformation

Teller automation is inextricably linked to the wider process of branch transformation. This is both good and bad news for the teller automation industry – good because teller assist units and other forms of teller automation are increasingly needed to facilitate new branch formats, bad because the pace of branch transformation can end up governing the rate of adoption of new solutions.

It should be pointed out that there are still many banks that use teller automation primarily to improve efficiency within more traditional branch formats, but the movement to more modern layouts does now seem to be gathering pace.

This trend is not restricted to specific regions, but is a worldwide phenomenon. What is more, retail banks are not just re-developing a small number of flagship branches, but increasingly rolling out key elements from these flagship locations across their networks.

This investment in branch transformation is a signal that banks once again believe in the value of their branch networks – this may seem obvious today, but for the past decade, many were unsure. It has become clear that alternative channels, such as self-service, telephone and the internet are complimentary to the branch rather than a replacement for them – evidence of this comes, not least, from the number of pure internet banks that now operate branch networks.

The business case for teller automation in these new branch formats is complicated. The benefit of new equipment does not really come from immediate cost savings, but comes indirectly from the fact that this equipment facilitates the new format, which itself improves both staff and customer satisfaction.

Banks do of course ultimately expect to see a P&L improvement – not so much from reduced costs, but instead from higher revenues, which they hope will come from recruitment of new customers and increased customer retention. In the short term this may well be the case, but in the long term banks may not really have a choice.

Dominic Hirsch, Editor

BULLETIN

- 2 EUROPEAN PAYMENTS**
Eurosystem demands actions to accelerate SEPA migration

- 6 THE FUTURE OF TELLER AUTOMATION**
Reinventing the bank branch with teller automation

- 8 MOBILE PAYMENTS**
M-PESA takes off in Kenya

- 10 AURIGA PERSPECTIVE**
Innovation in banking automation

- 12 NCR PERSPECTIVE**
The future is happening – fast

- 14 CANADIAN PAYMENT CARDS**
Canadian debit cards diversify

- 15 SMART CARDS**
Swiss launch keypad smart cards

- 16 NEWS BULLETIN**
Banking, ATM and payments news

- 17 COUNTRY PROFILE**
ATM and cards intelligence on Poland

- 21 CONFERENCE DIARY**
Upcoming industry events

Editor Dominic Hirsch

Managing Editor Morten Jorgensen

Assistant Editors Tomomi Kimura, Rob Walker

Contributors Rowan Berridge, Richard Cummings, Daniel Dawson, Sarah Jones, Paul Race, Gareth Thomas, Brendan Thorpe

Subscriptions Manager Abigail Milne

Advertising Manager Felix Kronabetter

For all editorial and advertising enquiries:

Telephone: +44 20 8940 1398 Fax: +44 20 8940 1527

Email: bulletin@rbrlondon.com

Advertisers in this issue:

3SI Security Systems www.3SIsecurity.com

Auriga www.aurigasp.com

CTS Cashpro www.cashpro.ctsgroup.it

Detack www.detack.com

Giesecke & Devrient www.gi-de.com

NCR www.ncr.com

SIX Card Solutions www.six-card-solutions.com

Spinnaker www.spinnaker.co.uk

Annual subscription (12 issues):

£650 (€750/\$1,040) printed

£975 (€1,120/\$1,550) electronic and printed

ISSN 1748-5304



RECEIVE THIS ISSUE OF BANKING AUTOMATION BULLETIN FOR FREE

We hope you enjoyed reading this editorial.

You can receive this, or another back-issue of the Bulletin for free when you take out a subscription.

To receive your free issue, please complete the order form on the next page, and fax it to +44 20 8940 1527. Please specify on the form, or by email to bulletin@rbrlondon.com, which issue you would like to receive.

Banking Automation **BULLETIN**

Regular topics include:

- ATM hardware and software
- Branch banking
- Biometrics
- Cash usage and handling
- Contactless payments
- Internet banking
- EMV and smart cards
- EFTPOS
- e-purse
- Interchange fees
- ISO/IAD activity
- Merchant acquiring
- Mobile payments/banking
- Outsourcing
- P2P payments
- Payment and loyalty cards
- Payment systems
- Prepaid cards
- Regulatory changes
- Security and fraud
- Self-service equipment
- Teller automation



A unique source of news and analysis of key issues in banking technology, cards and payments

- Independent and authoritative insights from industry experts
- Detailed country profiles including proprietary ATM and cards market data in every issue
- Exclusive extracts from RBR's industry-leading market research reports
- Comprehensive industry conference diary
- Read by senior executives in over 90 countries worldwide

Published since 1979

The Bulletin keeps you on top of your industry agenda – can you afford not to subscribe?

For more information about subscribing or advertising please visit www.rbrlondon.com/bulletin

PRIORITY ORDER FORM Banking Automation Bulletin

Subscription period

Printed

- One year (12 issues) **£650** (€750/\$1040)
- Two years (24 issues) **£1100** (€1265/\$1760)
- Three years (36 issues) **£1500** (€1725/\$2400)

Electronic and printed* Standard (1-5 users)

- £975** (€1120/\$1550)
- £1650** (€1900/\$2640)
- £2250** (€2590/\$3600)

Multi-user (6+ users)

- £1950** (€2240/\$3120)
- £3300** (€3800/\$5300)
- £4500** (€5200/\$7200)

* Including one print subscription

PAYMENT METHOD

Please invoice me or **By payment card** Visa MasterCard Amex JCB

Card no Expires / Total payable

YOUR DETAILS

Title (Mr, Ms, Dr) _____ First name _____ Surname _____

Position/Department _____ Company _____

Address _____

Tel _____ Email _____

VAT (TVA) no _____ Signature _____ Date _____

The information contained in Banking Automation Bulletin may not be reproduced or copied in any form, or be placed on a company intranet, without prior written permission from Retail Banking Research Ltd.

Please return to **RETAIL BANKING RESEARCH** 304 Sandycombe Road, Kew Gardens, Richmond, Surrey TW9 3NG, UK
Tel: +44 (20) 8940 1398 Fax: +44 (20) 8940 1527 Email: bulletin@rbrlondon.com Web: www.rbrlondon.com/bulletin