

Digital Branches

Best practice and case studies



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EXECUTIVE REPORT

Digital Branches: Best practice and case studies

Overview:

This executive report sets out to highlight and discuss best practice in branch design and staff behaviours, with a specific focus on new technology, in what has become known as the “digital branch”. Some elements of good branch design and staff behaviours are specific to local circumstances, but many of the key principles are valid wherever the branch is located. This report sets out twelve conditions that characterise a branch that has been designed through best practice, and acts as a checklist for addressing the critical issues in the development of the new digital branch model. *[Published August 2014, 147 pages, Author: David Cavell]*

Table of Contents:

SECTION A: CASE STUDIES

1. Allied Irish Bank (AIB), Ireland
2. Banco Bilbao Vizcaya Argentaria (BBVA), Spain
3. BECU, USA
4. Banco Bradesco (Bradesco), Brazil
5. BT, UK
6. Commerzbank, Germany
7. FNB, South Africa
8. Fraunhofer-Gesellschaft, Germany
9. ICICI Bank, India
10. ING Group, Belgium
11. Mashreq Bank, Dubai
12. Nationwide Building Society, UK
13. National Bank of Greece (NBG), Greece
14. Nedbank, South Africa
15. PNC Financial Services Group, USA
16. Wells Fargo, USA

SECTION B: STRATEGIC ISSUES

17. Retail branch networks – critical success factors
18. Branch design
19. Branch variations
20. Customer and staff in the digital branch
21. The development of digital channels
22. Conclusions

Table of Figures:

- Figure 1: Entering the AIB Lab
Figure 2: A new and different working environment
Figure 3: BBVA Innovation Centre in Madrid
Figure 4: BBVA flagship branch lobby at Orense
Figure 5: The ABIL ATM
Figure 6: BECU entrance and lobby
Figure 7: Bradesco frontage directly open to the mall
Figure 8: Bradesco’s radical interior and facilities
Figure 9: Agile Bank display with facial recognition
Figure 10: Examples of different types of digital solutions
Figure 11: Perceived benefits of video chat
Figure 12: Views of traditional bank branches
Figure 13: Preferred locations for bank branches
Figure 14: What would make branches appealing?

Table of Figures (continued):

- Figure 15: Commerzbank flagship branch in Stuttgart
Figure 16: Commerzbank’s lobby based video teller
Figure 17: The frontage of dotFNB at Canal Walk mall
Figure 18: An exciting digital environment
Figure 19: The layout of the Urban Living Lab
Figure 20: Entering ICICI’s Touch Banking Branch
Figure 21: Technology and high function self service
Figure 22: ING’s Proximity branch layout
Figure 23: Accessing services by QR code
Figure 24: Open access to branch staff
Figure 25: Meeting the Mashreq avatar
Figure 26: Accessing the bank call centre
Figure 27: The Nationwide Aylesbury pilot branch
Figure 28: The Interact multi-media terminal
Figure 29: The MAP interior at Yate
Figure 30: The Remote Adviser booth at Yate
Figure 31: The Nationwide NOW service
Figure 32: An overview of the full NBG i-bank layout
Figure 33: Customer facilities at the store front
Figure 34: The high profile digital wall
Figure 35: The redeveloped Nedbank branch interior
Figure 36: Desktop access to the internet at Nedbank
Figure 37: Accessing the video banker
Figure 38: The interior of PNC’s Solutions Center
Figure 39: PNC pop-up branch
Figure 40: The Wells Fargo Neighbourhood Bank
Figure 41: Pads used by staff
Figure 42: Digital advertising and ATM at KBC
Figure 43: New generation of digital branches in HK
Figure 44: Standard Chartered futuristic branch interior
Figure 45: Automating the teller at Danske Bank
Figure 46: The new Bankwerx frontage
Figure 47: The lobby with video tellers and depository
Figure 48: The second DBS Remix unit opened at NUS
Figure 49: A Remix “Wi-Fi Scape”
Figure 50: An early Co-operative Bank kiosk with video
Figure 51: A modern German Sparkasse kiosk
Figure 52: MEBank high functionality workplace kiosk
Figure 53: Mobile banking vans in Switzerland
Figure 54: Inside the mobile banking van
Figure 55: The moveable self-service wall

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