



The shape of things to come

BANKhive
Powered by **NM**

BankHive - the bank branch of tomorrow, where it is needed today, was launched at RBR Branch Transformation 2022.

Designed, built, deployed and managed by NoteMachine, BankHive is the modular, drop down, plug and play, bank-in-a-box solution, offering access to cash, multi-bank deposits, cash withdrawals and face-to-face banking services.

By futureproofing the relationship between banks and their customers, maintaining interface, bringing banking back into the community and ensuring access to cash is maintained for everyone, BankHive represents the future of banking in the high street.

With a fully mobilised project team ready to go, your BankHive can be designed, built and deployed wherever there is a need for access to cash and convenient banking services. BankHive is delivered by NoteMachine, in a complete 'turnkey package' from design to deployment, which includes these 7 steps:



1: Source

The NoteMachine property services team will work in partnership with you to search for and source the perfect location for your banking hub. By utilising best-in-class space providers, BankHive can facilitate the client's needs into whichever environment is required. Whether that be in shopping centres, retail parks, leisure venues, local authority locations or even short-term 'pop-up' lettings, BankHive can provide a simple and secure solution. NoteMachine offers a complete sourcing package for your BankHive hub, from space procurement and negotiations, through to all the operational and administrative facilitation and onsite delivery - so you don't have to!



2: Create

The NoteMachine design team will conceptualise a BankHive hub to suit your exact requirements. They will create a branded, modular, fully functional bank branch replicating the brand guidelines of your high street presence. Our design team will create presentation Landlord Packs, including 3D renders, to enable the concept of your BankHive to be fully understood by property teams when introducing the concept to retail parks and shopping centres at the negotiation stage. Each BankHive is unique and depending on each location, will be designed to make the most of its position with a bespoke design for its specific environment.



3: Build

NoteMachine has an expert team of dedicated fabricators and shopfitters who are able to build each bespoke BankHive unit off-site, with in-house development to create and provide the hub's technical infrastructure. Our experienced retail fit-out and commercial interior teams will meet your customised specifications and mirror your brand guidelines, building the interior and exterior in a seamless, fast-track process. If your scheme requires architectural drawings, automated deposit ATMs, steel fabrication or furniture, our in-house experts will create your interior BankHive space to meet your needs.



4: Innovate

By fusing the physical presence of a cashpoint with digital services, banks can drive value and boost revenue, connect with their customers, and provide easier (and FREE) access to cash and everyday banking services. In addition, our platform enables banks to operate as single entities or as shared branch hubs, giving consumers more choice and flexibility in how they access and deposit their money. BankHive provides financial institutions with a unique solution that they can customise with their own branding as they strive to keep cash in the community and face-to-face banking on the high street.



5: Install

Our bespoke BankHive branch solutions can be tailored to meet the needs of the bank, customer and location. From concept and initial site survey to final installation, the vast experience and innovative approach of our team makes it possible to deliver and install a complete branch, including the shell construction, the branch fit-out and the installation of engineering hardware, all from a single source. Every BankHive is installed by proven shopfitting and installation specialists with whom NoteMachine has long-standing relationships. At the heart of each BankHive is a multi-bank deposit solution using Vocalink LIS5 messaging which can be set up within 10 days, with our intelligent Note Deposit Solution hosted via our in-house processing platform, with integration using the current connectivity of the issuer's authorisation system.



6: Manage

NoteMachine is a fully integrated, platform-agnostic ATM estate management company. We have over 25 years' industry expertise, plus a highly trained team of engineers and over 100 technical experts to support you every step of the way, from our pioneering Just-in-Time system which forecasts when ATMs need replenishing, to our fleet of experienced engineers who can attend 400+ callouts per day. We will promote and communicate your presence in the local area and where necessary, even provide receptionists. Only NoteMachine has the capability to deliver BankHive, with our NoteMachine Operations Team managing the complete technical infrastructure on your behalf.



7: Support

NoteMachine provides exceptional customer support for your BankHive via our dedicated Service Desk. Client satisfaction is always our number one priority. You can expect your bespoke hub to run smoothly and efficiently as every BankHive benefits from technical support via a dedicated freephone help desk, open 24/7. With live ATM monitoring and an automated fault ticketing system, we attend and fix 90% of faults within six hours. Operating over 11,000 ATMs, we can pass on our extensive experience in live environments and estate management to our customers.

BankHive Goes Live!!

In January 2023 BankHive goes live in two locations in the Northwest and in Greater London, partnering with a major high street bank. To see a fully working BankHive, located in the community, live, contact Rebecca Browne of NoteMachine to make an appointment and experience the future of banking in the UK.

Rebecca Browne

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NoteMachine
A Brink's Company

NoteMachine credentials:

- Part of The Brink's Company, a global leader in total cash management, route-based secure logistics and payment solutions
- Operates over 9,500 ATMs in the UK, in supermarkets, shopping centres and travel hubs
- Provides ATM managed services to Virgin Money, The Co-operative Bank, YBS and Metro Bank
- Complete end-to-end ATM managed service provider including engineering, helpdesk and total cash management
- Service Centre operational 24/7 365 days a year
- Process more than 29 million transactions each month
- Dispense over £14 billion in cash every year
- Best in market availability levels
- Hardware agnostic trained national service team
- Remanufactured hardware and parts supply
- ATM asset life extension
- Quality accreditations include ISO 9001, ISO 27001 and SafeContractor
- One supplier - one point of contact, one solution, one contract



Want to learn more about what BankHive can deliver for you and your customers?

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