



Driving Exceptional Customer Experience

Success Story

Business Challenge

Build brand strength and improve member service across branches.

Solution

Unisys Financial Transaction Manager to process transactions in a secure, open plan environment; integrated with intelligent cash recyclers to safely and automatically accept and dispense cash in branches.

Business Outcomes

- Enhanced the working environment by automating cash transactions, thus improving productivity and freeing staff to focus on providing expert guidance to members
- Enabled a warm and friendly member experience by leveraging technology in new branch collaboration areas
- Realized a more cost-effective and flexible operation of the teller application

“The 20 year milestone with Unisys is a testament to show how both parties can continue to work together collaboratively in this rapidly fast changing environment. In these 20 years, the commitment and drive from Unisys has been second to none and they continue to provide an excellent service to a key part of our Branch network. I firmly believe this value will continue to be delivered and look forward to continuing this strong relationship in the years to come.”

**Lyndon Capewell, IT Senior
Relationship Manager,
Coventry Building Society**

How one of the UK's leading building societies has worked with Unisys to enable exceptional customer service for 20 years

Coventry Building Society, the second largest building society in the UK, has had a long tradition in offering superior financial products to its members, whilst nurturing and fostering strong relationships with them through exceptional customer service, provided across all channels of its operations. In addition, it takes great pride having 'World Class' colleague engagement and was recently placed 8th in the Best Big Companies to Work For list.

Over the past 20 years, Coventry Building Society has relied on Unisys to enable its branch colleagues to focus on serving their customers, supported by stable and reliable technology solutions.

The relationship first started back in 2001 when the Society first introduced their new Focus Branch Teller System, based on the Unisys Financial Transaction Manager (FTM) Retail Banking framework.

"I am delighted that the continuously evolving Unisys Teller solution at Coventry Building Society has not only established Unisys as a reliable and trusted supplier, but it has also played a vital role in the Society's Branch transformation program. Twenty years is a significant partnership milestone, and we look forward to further strengthening that partnership and providing additional value to Coventry Building Society."

**- Balkar Singh, Unisys Senior Director
Delivery, ClearPath Forward**

Since then, the Focus Branch Teller system has undergone a number of platform upgrades incorporating regular enhancements over the years to continually meet the Society's ever-growing needs in its dynamically evolving branch operations. The FTM framework has now been rebranded as Elevate Physical Suite (EPS), as part of the wider Unisys Elevate Banking platform.

The Society's branch network has, for many decades, been the cornerstone for establishing, maintaining and developing the relationship with its loyal customers by enabling caring, informed discussions with them coupled with an understanding of their financial needs in a warm and welcoming environment.

Over the course of this strong and enduring relationship, Unisys has continually supported the Society with regular key upgrades, as well as major innovations and transformational initiatives, the latest of

which was the major Branch Re-design program, aimed to transform the Society's branches into member community hubs, with a new appearance and a warm welcoming ambience, backed up by the technology needed to enable class-leading service.

In 2018, Unisys played a key role in supporting the Branch Re-design program, by working with a number of partners and the Society to extend the Focus Teller application and enable the Society to introduce the new intelligent Teller Cash Recycler (TCR) devices to the branches.

As the Branch Re-design is being rolled out to the Society branch network, the feedback received from the Society customers, the branch staff and the public has been exceptionally positive. Many financial institutions that rely on a high street presence to enable the face-to-face dialogue that many customers want when making key financial decisions, have faced numerous challenges to do so because of the COVID pandemic. Keeping the branches open, welcoming and accessible during this time has been massively reassuring for the members, reinforcing the role of the Society as a trusted advisor in the community.

In 2020, at the height of the COVID pandemic, Unisys was proud to support the Society in redeploying the Focus infrastructure, as part of their Data Centre Transformation program. The aim of this was to deliver a more cost efficient and flexible operation of the Teller application within the context of the Target Operation Model.

Unisys continues to work with Coventry Building Society into a 3rd decade and is currently focused on the enablement of further optimisations in the branch operation. We are working together to upgrade the branch workstations and enable the consolidation of several peripheral devices into one, thus decluttering the branch staff desktop environment, and facilitating more efficient operation at the till.



"Over the past 20 years the demands from our members may have changed, however the importance of a great experience in branch has not. Unisys have been a constant part of our IT Services offering throughout and remains a key part of what our members still demand of us today. Working with a partner that understands our value on customer service is so important and in Unisys we have that."

*- Jason Evans, Head of IT Service Support
Coventry Building Society*



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