

Delivering a Positive Multi-Channel Banking Experience



The Business Challenge.

Enhance retail delivery services to customers, provide seamless transition for customers acquired as part of M&A activity, and reduce associated costs.

The Solution.

Unisys Application Services, including Transaction Manager to provide consistent transactions across retail delivery channels: branches (teller and commercial platform), contact centers, internet banking and ATMs.

Results and Benefits.

- Deployed new services quickly across multiple delivery channels, resulting in improved customer satisfaction
- Enabled seamless transition for new customers
- Saved costs associated with recruiting efforts to hire specialized resources



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