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Özgür Bilgin
Payment Systems Software
Development Manager, TEB



Sigorta İşlemleri

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Emeklilik İşlemleri

Mevduat İşlemleri

Portföy İşlemleri



TEB develops a new generation VTM with the co-operation of Fujitsu to increase the efficiency of physical branches and create a digital journey for its customers.

At a glance

Country: Turkey
Industry: Financial Services
Founded: 1927
Website: teb.com.tr

Challenge

TEB wanted to increase the efficiency of physical branches by mobilizing customer relationship managers (RMs) to go out for new customer acquisitions and sales activities. TEB wanted to develop a Virtual Teller Machine (VTM) that would automate almost every transaction in its branches. It needed a trusted technology partner to construct this VTM.

Solution

TEB selected Fujitsu to provide the central PC, biometric security and cash device components. Through the development of multiple prototypes, the bank was able to create a VTM that could open new accounts, deposit and withdraw cash, make utility payments, print debit and credit cards and handle many other services.

Benefit

- More than 90 percent of customers are happy with the VTM services
- Allows RMs to go out more for sale activities and new customer acquisition
- Increases the efficiency of physical branches
- Reduces the operational cost of physical branch network by lowering the footprint
- Real-time assistance available via video chat

Customer

Türk Ekonomi Bankası (TEB) is a respected financial institution engaged in retail banking, investment, leasing, factoring, insurance, and portfolio management through an extended network of branches, and associated products. TEB agreed a partnership with BNP Paribas in 2005, making it the sixth largest bank in the world with ongoing operations in 74 countries. The bank's vision is to become a leader through high quality service, state-of-the-art infrastructure, and innovation.

Products and Services

- FUJITSU Desktop ESPRIMO Q957
- FUJITSU PalmSecure™
- FUJITSU G610 Multi Cassette Media/Currency Recycler
- FUJITSU F510 Multi Cassette Media/Currency Dispenser

Creating a virtual teller

TEB is engaged in a forward-looking program to boost innovation in its branches. One of the key priorities is to increase the efficiency of the branch network. Although mobile banking has become very popular, a significant demographic prefers to conduct their business in-branch.

"The idea behind this project was to increase the efficiency of physical branches by allowing RMs to go out more for sales activities and new customer acquisition, and to create a digital journey for our branch customers. Branch network costs are high, so we are looking to reduce our physical footprint," explains Özgür Bilgin, Payment Systems Development Manager, TEB. "Whether it's opening an account, making a deposit, printing a debit or credit card or agreeing a loan, we thought we could provide an automated service."

The bank looked at the ATM market to see if such a Virtual Teller Machine (VTM) was available and discovered nothing that could securely handle every type of transaction. It decided therefore to build one itself, sourcing individual components such as PIN pad, card readers, NFC readers, ID systems, cash dispensers, coin dispensers, printers and scanners. At the heart of the solution lies a PC which manages all the different elements.

"We needed a flexible computing platform that could integrate with all the various components. After evaluating the market, we decided that Fujitsu offered the best solution for some components," adds Bilgin. "Moreover, Fujitsu could also supply palm-based security and cash dispensers, making it a one stop shop for our technology needs."

Integrating core components

The VTM is built on the FUJITSU Desktop ESPRIMO Q957 mini PC, which offers outstanding performance, reliability, high energy efficiency and manageability. It feeds the touchscreen interface, so customers can select which task they want to complete and is securely linked to TEB's back end infrastructure.

At the same time, FUJITSU PalmSecure™ provides a contactless security solution based on each user's unique palm vein signature. This makes it simple for customers to securely access their accounts. In addition, the FUJITSU F510 Multi Cassette Media/Currency Dispenser is one of the most advanced cash dispensers on the market, with the speed, capacity, reliability, and advanced diagnostics for TEB's most demanding environments.



"This was a real journey of co-creation with Fujitsu, where we collaborated intensely to create an entirely new machine from scratch," continues Bilgin. "Over the course of several years, we have created numerous prototypes, relying on market feedback to fine tune the solution until it is perfectly suited to the job."

The first prototype was manufactured at the end of 2014 after a year of hard work. After some enhancements and improvements, the second prototype was produced in May 2015 and the third prototype appeared in April 2016. The fourth version of the terminal has been operational in a pilot branch since April 2017. The fifth and latest version has been in live use since December 2017.

A cost-effective vision for a digital future

TEB now has 24 VTMs operating in ten branches with plans to extend the number of devices by the end of 2018. With this new VTM, the vision of a truly digital branch is now a reality. Customers can perform almost any transaction and remote, real-time assistance is always available via video chat. Furthermore, the customers have responded positively.

"Based on feedback, more than 90 percent of customers are happy with the result. It's a great way to encourage self-service, which is the first step on a digital journey to mobile banking," comments Bilgin. "Forty percent of our customers do not use mobile banking in any form, so this is a way to make them familiar and comfortable with digital transactions."

TEB has also been impressed by the reliability of the Fujitsu technology and reports that it has yet to have seen any failure with either the PalmSecure readers or the PCs. In the event of any issues, it has full support from Fujitsu locally and from both Germany and Japan.

"No other banks have this technology – it gives us a competitive advantage and market leadership. Moreover, now that we have built all the software, the speed of new developments has increased – we can update VTMs in the field with new features in a week," concludes Bilgin. "This means we can ensure we stay at the forefront of new developments in financial services and roll them out quickly to our customers."



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