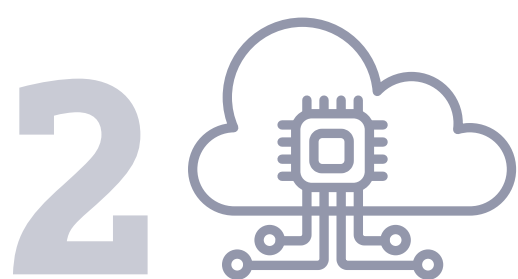# 6 Steps to A Better Retail Experience at Your Financial Institution
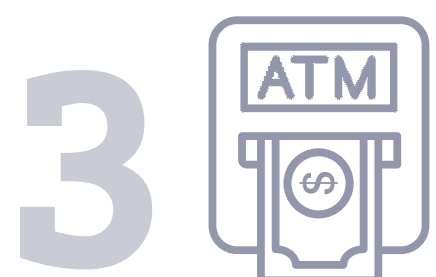
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Branch banking remains the best source for new client acquisition for financial institutions. Therefore, branches need to design welcoming spaces that securely and efficiently enable successful client transactions and support the overall retail experience.
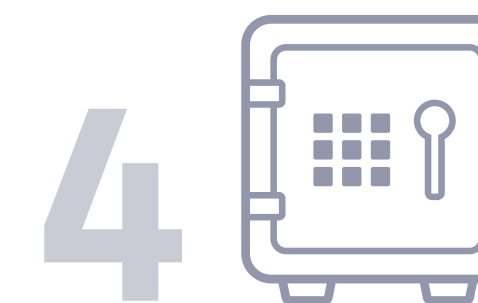
1
Create a safe space for employees and customers/members, beginning at the front door with:
- Intrusion alarm for unauthorized access detection
- Cloud and AI driven video surveillance for activity capture
- Entry portals/security vestibules with weapons detection

2
Optimize system efficiencies and performance by emphasizing consistency and standardization throughout the retail experience with:
- Access control and identity management
- TCO oversight
- Routine system testing

3
Provide customer/member choice and align operations at the branch via alternatives to the teller transaction with:
- ITMs with core integration
- ATMs
- Drive-up banking

4
Protect and secure assets and information with:
- Teller-facing cash recyclers
- Physical asset protection: modular vaults, safes, lockers, and safe deposit boxes
- Cyber hardening for all electronic security equipment

5
Ensure transparency for all systems to accelerate response and maximize equipment uptime with:
- Web-based platforms for online, real-time project and service management
- Remote Branch Insight (RBI) for ATMs
- Remote health monitoring for all equipment

6
Partner with Convergint, the leading global systems integrator. Convergint provides comprehensive, scalable, customized solutions for banks and credit unions. We are a leader in the financial space driven by a team of experts providing strategic guidance, methodical program implementation and support for branch optimization.

Convergint is here to protect your organization from harm and boost operational efficiencies via a comprehensive portfolio of equipment complemented by maintenance, repair, specialized and professional services. **Contact Convergint today.**

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