

The branch of the future is already here.

Physical bank branches are the 3rd most used channel by millennials and generation Z¹. They're still favored by older generations too.

+6%

It's why the global market for self-service banking technology is expected to grow more than 6% by 2027².

These real-world examples show how banks are combining artificial intelligence (AI) and Internet of Things (IoT) solutions to reinvent the branch experience.

The branch of the future recognizes you.

When opted-in customers park, drive through or walk in, branches can authenticate them with facial recognition, using proximity-based loyalty management to treat them appropriately.

How Intel helps

Intel® RealSense™ Technology, Intel® SmartSound Technology, and Intel's banking-optimized reference frameworks accelerate time-to-value.

Case study

Westpac uses AI to better understand its customers

It's hygienic.

With voice-enabled interfaces, customers now have a simpler, more hygienic way to interact with digital kiosks and other self-service branch technologies.

How Intel helps

Intel vPro® platform and Intel® Distribution of OpenVINO™ toolkit help deliver seamless, real-time interactions with AI models.

It guides you.

Digital signage, interactive desks, AI avatars, and chatbot-enabled interactive screens can quickly guide customers to solutions around the branch.

And self-service kiosks can attend to everything from loan applications to quick-service account management—24/7.

How Intel helps

Intel® Kiosk Peripheral Management Utility and Intel Distribution of OpenVINO toolkit simplify kiosk management.

Case study

Karnataka Bank uses AI 'avatars' to engage more customers

It learns from you.

Vision analytics provide banks with data on zone engagement, anonymized sentiment analysis, and content effectiveness to better understand how customer needs are being met.

How Intel helps

Intel® Edge Software Hub and Intel Distribution of OpenVINO toolkit speed up development time for every use case.

Case study

Westpac increases campaign engagement by 87% with vision analytics

It connects you.

Virtual Teller Machines can provide customers with remote access to the experts they need, while making sure staff are connected to the customer data they need.

Most important, the bank can serve customers in any branch, from one central base.

How Intel helps

Intel vPro platform and Intel Distribution of OpenVINO toolkit help banks accelerate automation.

Case study

DBS rolls out a 'phygital' banking experience across its network

It looks out for itself.

Edge-optimized banking solutions provide banks with a more secure, intelligent way to protect privileged access management at the hardware level.

How Intel helps

Intel® Active Management Technology and Intel® Software Guard Extensions provide the critical security layer.

Case study

Intel co-develops MasterSAM Universal Secure Access Management hardware appliance

Let's build the branch of the future today.

If you're looking for the most efficient, proven, and flexible way to bring self-service interactive banking solutions to your customers, get in touch.

Talk to us >

¹ <https://www.oracle.com/industries/financial-services/banking/global-retail-banking-consumer-report/>

² <https://www.grandviewresearch.com/industry-analysis/self-service-technology-market>

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