

SAIB creates the Branch OF THE FUTURE

400%↑

DAILY ACCOUNT OPENING CAPABILITY

0.2%

TELLER ERROR RATE (Previously 30%)



30 minutes
LOAN APPLICATION
(Previously 4 days)

20 minutes
ACCOUNT OPENING
(Previously 2 days)

2 minutes
CUSTOMER VERIFICATION

BUSINESS CHALLENGES

- ▶ Automating the business processes
- ▶ Decreasing the duration of the operations
- ▶ Reducing the human touch-points
- ▶ Increasing migration to digital self-services



RETAIL BANKING
380.000+ CUSTOMERS



'Our long-term goal was to have our customers use digital self-service channels, such as **mobile, internet banking and kiosks.**'

Ramzi Al-Nassar, General Manager Personal Banking, SAIB

SOLUTION

Branch Automation

360 Degree View of Customer

Complaint Management

Contact Center Banking

Personal Finance and Cards

Retail Loan Origination

VeriBranch

VeriLoan

VeriTouch

Dynamics365