

The Business Value of Branch Modernization with Fiserv

Financial institutions undergoing a branch modernization effort are realizing **significant value** by leveraging Fiserv solutions to improve the consumer branch experience, and support their business needs. This would result in a **five-year ROI of 420%**.

KEY RESULTS



5:1 5-year ROI



faster onboarding for new accounts



12 months

to payback on investment

BANK QUOTE:

66 Undergoing a branch transformation makes us a lot more efficient. It cuts down on wait time for customers. It gives people more flexibility in how they bank. >>

Branch-Related Impact

20% more efficient bankers

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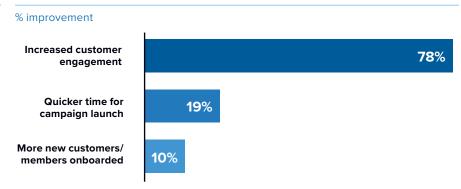
49% reduced branch wait time

34% more efficient tellers

20% reduced

branch physical footprint

Marketing KPIs



CREDIT UNION QUOTE:

66 The ability to compete is the biggest benefit for us. We have a small organization so (undergoing a branch transformation) allowed us to compete with some of the larger organizations out there. I believe we'd be losing revenue, if we didn't do this. ??

Business Benefits

\$4.5M

additional revenue gained

28% improved

customer/member satisfaction

38% faster

onboarding for new loans

36% improved employee satisfaction

See the complete picture: download the white paper