

A Leading US Financial Services Company

For nearly two decades, Verint[®] has provided successful banking organizations with Actionable Intelligence[®] solutions for securing people and property, improving customer service, and building customer loyalty.

Verint has a long-standing relationship with a large financial services organization that was ranked among the top 20 US banks in 2010 and has received numerous awards for its outstanding business solutions. The Bank, which offers its clients a wide range of deposit, trust, and investment services, operates over 1,500 branches in both traditional branch offices and in-store locations

Since the late 1990s, Verint solutions and services have helped this Fortune 500 company create a safer environment for Bank customers and staff and deliver the outstanding customer service that builds customer loyalty and generates value.

Improve Customer Service and Reduce Operating Costs

Verint and this top financial services company enjoy a highly collaborative and consultative working relationship that has enabled the Bank to improve customer service, while optimizing resource costs. Over more than a decade, the relationship has grown from a series of consulting engagements to implementation of a comprehensive workforce management solution and has saved the Bank more than \$30 million, primarily through more efficient branch staffing.

 **Over \$30 million in savings using Verint workforce management solutions and services**

Today, Verint Impact 360 for Retail Financial Services provides the Bank with automated demand forecasting, staff scheduling, and long-term capacity planning at both enterprise and branch levels. Designed specifically for the retail banking and financial services market, the Verint suite combines powerful software and services to deliver outstanding visibility into customer service processes and workforce productivity and performance. Using a proven methodology and sophisticated algorithms to analyze historical data, Impact 360 forecasts customer traffic with a high degree of accuracy and automatically matches staffing to forecasts with the right mix of full-time, part-time, and peak-time resources.

The Company

One of the top 20 banks in the United States, a Fortune 500 company with nearly \$200 billion in assets and over 1,500 retail branches, including both traditional branch and in-store locations

Their Verint Solutions

- Impact 360[®] for Retail Financial Services
- Nextiva[®] IP Video

The Bottom Line

- **Service and Savings.** Better customer service, plus over \$30 million in savings by matching staffing to customer traffic
- **Safety and Security.** Enterprise-wide video security that helps the Bank deter crime, investigate incidents, and apprehend perpetrators



POWERING ACTIONABLE INTELLIGENCE[®]

