

AN NCR SelfServ™ ATM CASH RECYCLING CASE STUDY

CIB Intelligent Corporate Deposit for Large Retailers with
NCR Cash Recycling ATMs



For more information, visit [ncr.com](https://www.ncr.com), or email financial@ncr.com.





KEY HIGHLIGHTS

Industry:

Consumer and corporate banking

Solution:

NCR SelfServ Multi-Function ATMs help reduce the costs and risks of cash handling and enhance ATM network availability—for CIB-Egypt and its biggest retail customers

Results:

- More than ninety per cent of retailer deposits are made at the ATM
- Availability of cash improved throughout the offsite ATM network
- Average number of CIT visits reduced by 50 per cent each month
- Optimised cash management for CIB and its corporate clients
- Lower cost of cash handling and higher return on cash deposit
- Retailer human error during cash reconciliation has been eliminated
- Enhanced customer experience, satisfaction and retention

THE CUSTOMER

Commercial International Bank (CIB) - Egypt is the country's leading private sector bank and was rated the world's best bank in the emerging markets in 2017 by Euromoney. It offers a broad range of innovative retail and corporate products and services to fulfill the needs of its customers of all sizes; including institutions, households and high-net worth (HNW) individuals, through a well-established network of branches exceeding 190 outlets and more than 830 ATMs across Egypt.

CIB is the bank of choice for over 500 of Egypt's largest corporations, thanks to its strong brand equity. Through superior management, operating standards, corporate governance best practices and training programmes, CIB has succeeded in positioning itself as the "Bank To Trust" and Egypt's most profitable bank. Over the course of more than 40 years, CIB has been committed to providing an outstanding banking experience to all customers. The Bank has been developing, introducing and offering different products and services to meet the evolving needs of customers and better serve them. The Bank has been exerting all efforts to grant its customers convenient access to banking services at any time and from anywhere through alternative digital channels. CIB entered into a recent alliance with a major retailer to install ATMs in the customer premises for the convenience of its weekly shoppers.

THE CHALLENGE

ATMs play an important role in the bank's operations, and the wider Egyptian economy. Cash remains the most common payment method across the country, despite the ongoing efforts to move towards a cashless society. However, the dependence on cash places pressure on banks, including CIB, which must manage availability and customer service, with unproductive tasks like managing cash supplies in branch, as well as the costs and risks associated with cash in transit (CIT).

Globally, ATMs distribute approximately 50 per cent of all the cash that consumers carry. There is also a high level of deposit activity and high deposit volumes. Servicing that high cash dependence is often costly and can lead to delays and inefficiencies in the branch. That in turn inconveniences CIB's valued business customers, who need to make end-of-day deposits, as well as our retail consumers who simply want to access their money when it suits them most.

However, in this retailer's case they have depended heavily on CIT to transport the money that needs to be deposited to a branch at the end of each day. This results in transportation costs, the lack of flexibility in abiding by the CITs timetable and after the money is transported to the branch, time and effort are spent by the branch employees to count and record the deposits onto the system.

There was another challenge that CIB faced. Due to the high frequency of transactions being performed on the CIB ATMs, cash was withdrawn rapidly, which caused a decrease in ATM availability as well as an extra cost for CIT visits.

THE SOLUTION

Focusing on enhancing its customers' banking experience and improving branch productivity, CIB developed a digital strategy that is intended to move as many manual transactions as possible out of the branch and carry them over the automated digital channels. The strategy is designed to grant all customers a greater convenience. At its core is the Bank's ATM network, which provides added-value services such as credit card and loan settlement, Forex Transactions, Peer-to-Peer Remittance and bill payments, in addition to the traditional services.

Moving in line with CIB's digital strategy, a solution for the retailer's challenges was cash recycling through ATMs, supported by cash deposit cards issued for corporate customers. CIB developed the card scheme in-house, and worked with NCR, to deliver the cash recycling solution to those business problems.

Cash recycling through ATMs is a solution created to use cash, which is deposited to the ATMs, for withdrawal transactions, leading to a more efficient utilization of cash. On the other hand, the corporate deposit card will allow retailers to deposit cash through ATMs at the end of their day.

To ensure the effective implementation of their strategy, CIB chose NCR SelfServ ATMs, for its branches as well as for the installation at its large retail customers. The SelfServ ATMs not only have the largest cash-dispensing capacity in the market, but they also offer intelligent cash deposit and recycling that can handle "low-quality" notes, and accept and validate up to 120 new notes per transaction.

What's more, the SelfServ ATMs are equipped with NCR's express recovery and self-healing technology to reduce any downtime from hours to minutes. It provides real-time data on its own configuration, the software version in place, and the levels of activity it has experienced, to keep CIB branch staff in control of their machines. Finally, it offers a multi-layered approach to security that helps defend against fraud attacks.



"NCR is a trusted partner and a recognised leader in its field, and we are very privileged to have this partnership. We know we can rely on NCR's extensive maintenance and support network, its operational support that helps us provide onsite training for our own and our retail customers' cashiers, and its clear roadmap for the future. The ATMs play a critical role in our strategy for the future, and it is good to see how NCR's own strategy complements our own."

–Mohamed Farag, CIB Chief Digital Officer and Head of Global Transaction Services (GTS).

THE SOLUTION BENEFITS

The immediate benefits of the new cash recycling solution have been clear. The costs of cash handling, cash collection and CIT are down: on average the number of CIT visits to refill cash dispensers went from eight to four per month for some machines. There is less dependence on night safes, which increases security and delivers operational efficiency savings. The Bank has also seen deposit volumes increase, which in turn has improved both availability and serviceability of cash overall.

Faster transaction times and greater convenience has significantly enhanced the experience of both corporate and retail customers and contributed to improved customer acquisition, conversion and retention rates. "In the short-term, we can talk about how our ATMs have recorded some

of the highest transaction volumes in the country. Some of the retailer's outlets have reached ninety per cent of deposits being made at the ATM, which has far exceeded our initial expectations", highlighted Farag. "We believe this reflects the customer experience at CIB and it is a positive endorsement of our strategy."

He added, "For the long term, adopting cash recycling machines as part of our ecosystem has changed the market dramatically. It has streamlined the cash cycle and enabled CIB and our corporate customers to make better, smarter use of cash to optimise revenues. It changes the way we serve our customers—and what we can do for them. We are planning to expand our ATM network still further, and add even more innovative services to help even more of our customers every day."

CASH, RETAILING AND RECYCLING

One of Egypt's biggest retailers is also one of CIB's biggest corporate customers. The cost of handling cash transactions every day, managing cash collections, and the costs of CIT trips were creating a significant burden on the operations team as they carried out their day-to-day activities. What's more, the security risk of cash collection in night safes as well as counterfeit acceptance was a major challenge.

Since installing CIB cash recycling ATMs, cash deposits are used to satisfy dispensing volumes. The retailer has managed to deposit approximately 97 per cent of its monthly cash through the recyclers at some of their premises. It has migrated approximately 97 per cent of the retailer cash collections to the ATM channel, reducing management time and CIT visits to the machines. Cost optimisation, revenue growth, better security and ever-improving consumer service mean the retailer will be extending the number of recycling ATMs available throughout its stores.

WHY NCR?

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

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