

Critical Pieces of the BRANCH TRANSFORMATION Puzzle

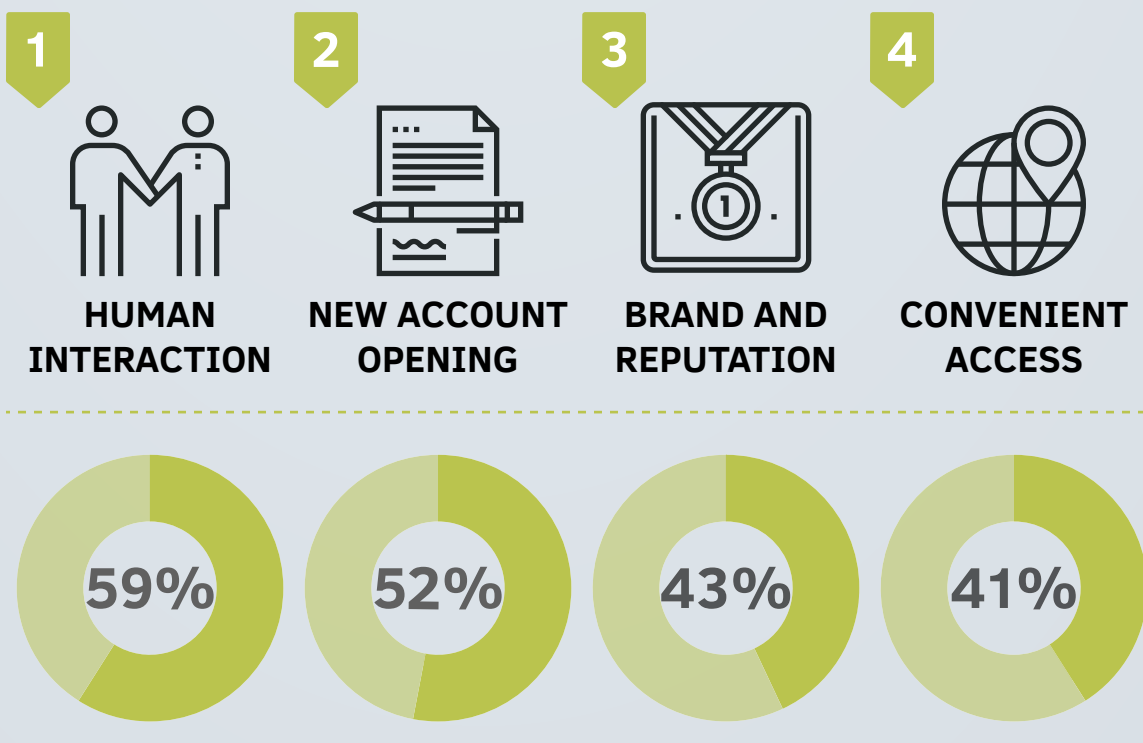


WORKFORCE

The **branch workforce is the lifeblood** of any retail bank. When the branch workforce is operating at a high level, the likelihood of a branch reaching its goals is raised considerably.

CUSTOMER

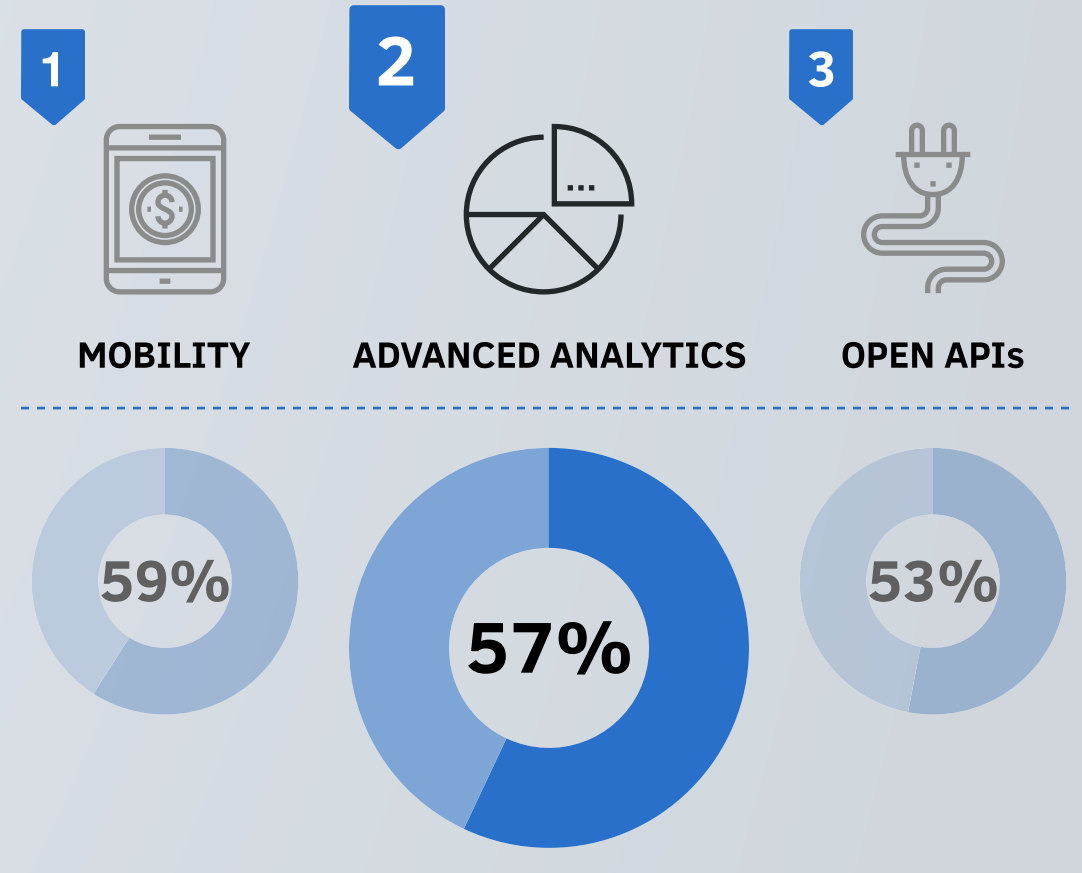
Why Customers Choose the Branch Channel



Kiran Analytics 2016 Workforce Strategies Survey

ANALYTICS

ADVANCED ANALYTICS / BIG DATA
Second Most Important New Technology for Banks



InfoSys-ELMA Research Report 2015

PERFORMANCE

Key Workforce Levers for Branch Sales Effectiveness



2015 Kiran Analytics Survey of Retail Bankers

DISTRIBUTION

Challenges with Retail Distribution

