REFLEXIS

Transform Branch Experiences

REFLEXIS ONE FOR BANKING

Transform branch banking experiences by optimizing network staffing and empowering employee productivity. Our cloud-based platform leads the industry in AI forecasting, self-service employee scheduling, and workforce management. We have over 18 years of experience increasing sales, reducing costs, and enabling operational excellence for leading brands like CVS, Walgreens, Lowe's, Tesco (UK), Ulta, and over 280 other clients, with more than 6 million associates worldwide.

REFLEXIS ONE FOR BANKING

Align and optimize your branch staff and their activities for tomorrow's branch strategies and experiences with:

Advanced Forecasting with AI to align staff with peak engagement opportunities, optimize network staffing, and eliminate labor law violation expenses.

IOS and Android self-service apps for colleagues to manage scheduling on-the-go and drag & drop intuitive scheduling capabilities for managers.
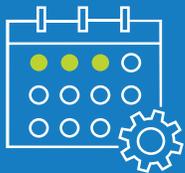
Real-time activity management tools to prioritize and assign corporate-generated, system-generated, and device-generated work requests, eliminating guesswork for branch staff.

Cloud hosting and Mobile-first technologies for reduced technology costs and modern digital user experiences.

GET VALUE QUICKLY WITH PROVEN TOOLS

With robust out-of-the-box capabilities and easy-to-use, business-friendly configuration, you can get value within 90 days for your bank. Increase revenue up to 5%, payroll savings by 6%, and customer satisfaction by more than 4% with:

Forecasting: Increase forecasting accuracy to over 90% using AI-based models while improving staffing flexibility with tools that support multiple strategies and put the right-skilled colleague in the right place at the right time to increase client engagement.

Scheduling: Improve scheduling effectiveness by 50%, increase colleague satisfaction, and reduce staff turnover by up to 8% with user-centric scheduling for managers and mobile-first employee self-service capabilities.

Real-Time Activity Management: Simplify, and reduce, non-customer branch activities with tools that streamline and prioritize tasks to free up colleagues' time by up to 20% to spend more time with clients.

Branch Inspection Tools & Intelligent Forms:

Ensure operational excellence and validate compliance with all branding, product, and merchandising changes using our mobile-based surveys and checklists Eliminate non-customer paper forms and digitize processes for branch-related reporting, maintenance & support requests.

All estimates are based on transformational retail client case studies

OUR MOBILE APP ADDS EVEN MORE FLEXIBILITY

- Manage work and assign tasks in real time.
- Drill down into daily shift details like colleague start/end time and breaks.
- View configurable metrics such as efficiency, quality of schedule, hours scheduled, budget, and demand hours.
- Approve shift swaps; edit shifts; respond to time off and other requests
- Review time cards and release them to payroll or reject for additional review.
- Monitor daily and week-in-progress statistics like workforce budget, workload, scheduled hours, and schedule costs.

SUPPORT UNIVERSAL BANKERS, FLOATING/PART TIME STAFF, AND ROAMING SPECIALISTS WHILE COMPLYING WITH LOCAL LABOR LAWS

In today's banking environment, one thing is a constant, change in the branch network. Whether you are working to optimize staff given the impacts of digital banking or hire more part-time/floating staff given the reality of scheduling "cafe" style and other high-touch branch experiences, Reflexis ONE for Banking can support your strategy.

With the ability to do split-skill (universal, banker/teller) and geo-range network staffing, all the options are on the table for transforming your branch staffing models. In addition, by making scheduling more flexible and easier for employees to engage, you are also helping to retain existing staff and attract new colleagues. Given today's high employment and competition for good employees, flexible scheduling capabilities, polices, and engaging tools can be crucial to your hiring and retention strategies

You can also ensure that your strategy is realistic and compliant with all local labor laws and bank policies using our highly configurable rules-based forecasting and scheduling.

INTEGRATES WITH

- ✓ HR Systems
- ✓ Sales Automation Tools
- ✓ MS Outlook
- ✓ Branch Systems
- ✓ Website Appointment Tools

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To learn more about Reflexis ONE for Banking, visit www.reflexisinc.com.
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