Managed services, smarter branches

Optimize retail branch processes and business results with printing and workflow solutions from HP

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Purpose of this document

This document has been developed at the request of HP's retail banking clients to provide insight and best practices related to key aspects of the retail branch environment and the managed print and workflow solutions that best meet the needs of this environment. It is intended to contribute valuable information for executive, line-of-business, and IT managers within the banking industry to consider when building a strategy to deliver an effective and efficient scanning and printing infrastructure and optimize processes for retail branches.

Overview

Retail branch networks are a keystone of a bank's relationships with its customers. Transactions, payments, and routine account servicing are increasingly being driven to online, mobile, and ATM channels.

Meanwhile, many loans, mortgages, and account openings still have a component where clients will be encouraged to meet face-to-face with advisors and branch staff. The client's experience in a branch is, therefore, critical.

It is important to mention that this "moment of truth" between clients and the bank occurs in a very specialized environment with unique requirements, needs, and capabilities. Effectively delivering the "moment of truth"—without sacrificing profitability—depends on a solid strategy that emphasizes efficiency, flexibility, availability, and security.

This can be a complicated and labor-intensive undertaking for banks and branches. In this document we aim to share key observations and best practices from working within retail branch banking environments all over the world.

Retail branches: unique value, unique needs

The sensitive nature of branch transactions, and the powerful impact that the branch experience can have on customer perception, make the retail environment critical to banks. Retail branches can also be complex and expensive to manage.

Common challenges for retail branches can include:

- High cost of owning, operating, and maintaining retail space.
- Expensive/inefficient courier services costing millions annually.
- Critical nature of processes and transactions (tasks are revenue-generating, customer-facing, and highly regulated), scaled across thousands of widely distributed locations.
- Demanding hours of operation (no downtime allowed).
- Inefficient, error-prone capture of information, including paper shipping and handling documents and manual data entry.
- Limited human resources to perform critical tasks and high turnover rate of branch staff.
- Growing focus on consumer privacy and regulatory compliance requirements.
- Wide range of separate businesses and processes supported by the branch—from new account openings, to consumer, commercial, and mortgage lending, to investment and insurance transactions.
- Adoption of mobility, e-signature, and electronic document technologies into legacy branch processes.
- Thinner IT client and application footprint in the branches and limited bandwidth and connectivity amidst increased demand for process automation.

Key digitalization and printing requirements for retail branches

The complex challenges within retail bank branch networks extend to their scanning, copying, and printing environment. Retail bank branches enable critical document workflows such as account openings, loan originations, and mortgages. In our experience, the scanning and printing solutions that serve retail banks and support these processes are also critical in that they can make the difference between an unprofitable branch network that turns customers away, and a profitable, efficient digital branch that drives customer satisfaction and loyalty.

Branch banking is a uniquely demanding business. And so are its digitization and printing needs. Below are some of the key requirements that retail branch banking customers are commonly looking for in providers of Managed Print Services (MPS) and solutions:

Enhanced service capabilities

The high cost and visibility of retail branches mean that downtime is not acceptable. Retail branches need reliable and immediate service for mission critical systems. Also, the fact that IT staff often do not inhabit branches means that remote management and troubleshooting can be required.

Retail bank branches are complicated and expensive to operate, so comprehensive initial assessment of the digitization and printing requirements (current and proposed future state) of these branches is also critical. The solution has to be right the first time, so assessment methodologies must be tested, effective, and reliable.

Finally, because the needs of retail branches change over time, it is important to frequently review MPS performance, trending, and service level agreement status with retail bank branch operations in order to maintain optimum effectiveness and minimal downtime.

Broad range of hardware and software options

While many retail bank strategies are focused on converting branches into sales centers, they still serve as a primary location for transactions. Customers come to the bank to deposit funds, receive disbursements, review proposals, initiate loans and credit applications, and many other important transactions. The wide range of transaction types creates a unique set of requirements for retail bank branches. Demands for check printing, document scanning, and the ability to access documents on a mobile device, as well as requirements for devices from multiple vendors, require effective MPS providers to offer a broad range of hardware and software options in order to meet the needs of retail bank branch environments.

Optimized device footprint

Bank branches are unique environments. The branches are located in expensive retail real estate, so optimizing available space to meet customer needs is critical. Also, bank branches often have specialized secure areas, as well as meeting areas that are open to the public. Consequently, it can be very complicated to create an MPS solution that meets the needs of branch staff and customers along with the strict requirements of floor and counter space, secure zones, and compliance restrictions. MPS vendors will need a deep understanding of retail bank branch strategies, as well as assessment and design methodologies that are applicable to branch environments.

Flexible terms

Bank branch environments can be expensive to maintain and operate. MPS vendors need to provide flexible terms and contract language so that the unique and changing requirements of retail branch banks can be addressed.

Document and workflow solutions for branch banking

For the retail bank branch channel to be profitable and effective, the branch systems and staff have to be running at top efficiency. Specifically, manual processing and paper-based processes are a threat to efficient branch operations and profitability. MPS offerings need to include powerful workflow solutions in order to provide the best value to the retail bank branch network. Solutions that provide only cost reduction and infrastructure efficiency will miss opportunities to generate unique business value in these branch environments. Banks are increasingly requiring MPS solution providers to deliver solutions that reduce the time, cost, and paper for key branch processes—including account opening and loan origination. The value of these solutions is expressed less in terms of IT savings to the bank, and more often in business value to the bank. Examples include reductions in process cycle times, processing cost reductions, operational risk reduction, improved compliance structure, and increasing the customer face time of branch staff.

The branch transformation opportunity

In the retail banking business, the role of the branch is changing. Intensified competition is driving revenues down, while increased switching between providers is driving costs up. Regulatory burdens around key processes like mortgage, as well as increased regulation of private customer data and process transparency, threaten to increase costs and erode profits for retail banks and branches. In this environment, the business models of retail banking need to evolve.

This evolution is changing the very nature of the branch. Bank branches are transitioning from transaction centers to sales centers, from delivering speedy and reliable services to creating customer loyalty and driving cross and up-selling. Banks are evolving the branch to help them lead based on service and relationships, not price. To deliver on this strategy, retail banks are transforming branch networks to be more customer-centric, efficient, and profitable.

Transformation requires innovation of the branch infrastructure—increasing resource optimization, performance, and flexibility. Transformation also requires innovation of the branch information flow—increasing automation, speed, and security. Documents, and the information they carry, are the lifeblood of retail banking. Retail banking businesses depend on their documents to drive fee-based revenues, interest income, and new loan and deposit customers. Innovators in retail banking focus on maximizing the effectiveness of these documents while reducing their costs and improving productivity. Collectively, this is driving retail banks to consider outsourcing print and automating paper-based processes.

How is HP helping retail banks?

HP has helped many clients deliver on the promise of retail branch transformation with a unique set of capabilities designed to help reduce branch operations costs, accelerate information workflows, and empower branch staff to deliver higher service levels. HP offers an extensive portfolio of technology, solutions, and consulting specifically for the banking industry. This includes flexible scanning, copying, and printing services that enable banks to adapt quickly to ever-evolving business and technology environments. HP also offers end-to-end solutions to help branches streamline the flow and use of documents and information and deliver outstanding customer-centric services.
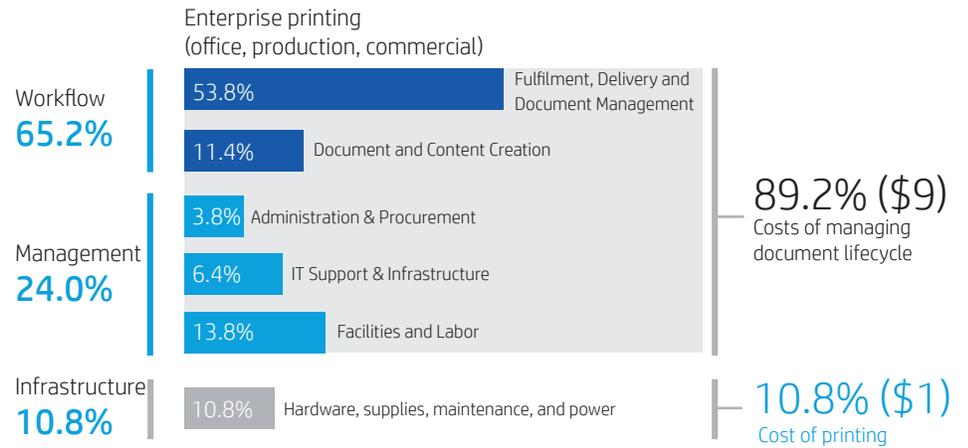
Understanding HP's Managed Print Services offering

HP MPS can directly reduce the cost of paper-based document handling in retail banking by using information assets more productively and streamlining processes to ultimately better serve customers. Results have shown that managing your printing, scanning, and copying fleet holistically can save you upwards of 30% on your overall printing costs.[1] And the savings can increase exponentially when the scope of work includes automating your branch's paper-intensive workflows.

Through HP MPS, organizations are able to strengthen their competitive position by increasing productivity, enhancing security, improving environmental stewardship, lowering operational costs, and re-investing for future growth. They are turning their printing assets into a business advantage.

Cost of enterprise printing

Every dollar spent printing involves another nine dollars to manage it.

Enterprise printing
(office, production, commercial)

Workflow 65.2%	53.8%	Fulfilment, Delivery and Document Management
	11.4%	Document and Content Creation
Management 24.0%	3.8%	Administration & Procurement
	6.4%	IT Support & Infrastructure
	13.8%	Facilities and Labor
Infrastructure 10.8%	10.8%	Hardware, supplies, maintenance, and power

89.2% ($9)
Costs of managing document lifecycle
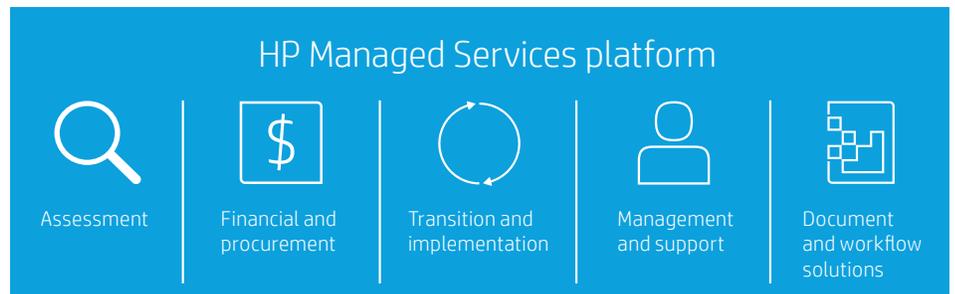
10.8% ($1)
Cost of printing

*Source: ALL Associates Group, July 2019
For Largest 5,000 Global Companies

HP Managed Print Services at a glance

HP MPS is a comprehensive suite of customizable solutions that span office, production, and commercial environments, providing proactive end-to-end management of your scanning and printing needs from a single, globally trusted partner. It offers a range of leading-edge printing and multifunction devices (HP and multivendor), network print management software, supplies (including paper), support, professional services, and document workflow solutions. Through HP MPS, you can achieve a cost-effective, secure, and highly flexible environment that manages all the information that makes your business and branches run—whether your employees are in the office, at home, or on the go.

HP's comprehensive Managed Print Services offering

HP Managed Services platform

Assessment	Financial and procurement	Transition and implementation	Management and support	Document and workflow solutions

Industry-leading network infrastructure management and asset management capabilities form the foundation of HP MPS. These powerful capabilities enable remote and secure installation, configuration, maintenance, monitoring, and management of your scanning, copying, and printing environment.

The overriding philosophy of HP MPS is to offer a scalable suite of services, indicated below, that can be tailored to your needs.

- **Assessment services:** Helps you gain visibility into your current usage and uncover hidden costs as you develop a business case for change.
- **Financial and procurement services:** Assists you with options as you plan, acquire, retire, and replace your assets to help you achieve a low total cost of ownership.
- **Transition and implementation services:** Helps ensure that the right equipment is installed in the appropriate location and that your end users know how to make the most of these capabilities.
- **Management and support services:** Delivers proactive support to help ensure an ongoing return on investment (ROI) through fleet optimization, maintenance, supplies management, and greater visibility into usage trends, capacity, and expenditures.
- **Document and workflow services:** Designed to accelerate business results by automating paper-intensive workflows and managing the underlying infrastructure that supports your processes.

HP Managed Print Services for branch banking

HP MPS for branch banking offer flexible services and solutions that can specifically address the unique requirements of bank branches, such as those outlined above, and more:

Enhanced service capabilities
- Flexible and timely installation (after hours and weekends).
- Comprehensive support: from Next Day to Call Center.
- Powerful remote management (no IT staff in branch).
- Professional services for enterprise application integration.

Broad range of hardware and software options
- Specialized hardware devices—MICR check printing and document scanners.
- Flexible portfolio including multi-vendor solutions.
- Leading-edge network print management software.
- Personal PC-connected and dedicated devices for advisors.

Optimized device footprint
- Branch expertise provided by HP assessment and design teams.
- Accreditation, certification, and testing program for integration with other applications such as security, job accounting, and intelligent capture.

Flexible terms
- Flexible hardware procurement options: capital lease, customer-owned (managed as-is), direct purchase, or customer fleet acquisition.
- Flexible contract terms: 3 years or greater.
- Flexible billing models (leveraging HP Financial Services).

Document and workflow solutions for branch banking
- Streamlining of business-critical branch processes, such as account opening and loan origination.
- Protection for your data, documents, and devices with industry-specific print security.

Mobile printing solutions
- Users can print from their Internet-enabled device to HP and non-HP printers with just a few clicks.
- Support for mobile employees traveling between branches such as financial advisors, loan advisors, and regional managers.

Understanding HP Information Workflow Solutions: driving cost, paper, and risk out of branches

Bank branches are key places where long-term customer relationships are built and bank staff can cross-sell new products and increase profitability. Your branches are the bank's front line, and the branch staff is the face of your organization. Retail banking customers can form indelible impressions and lasting opinions about your organization in the first few minutes upon entering your branch. In this environment, inefficiency isn't just lost time: it's lost revenue.
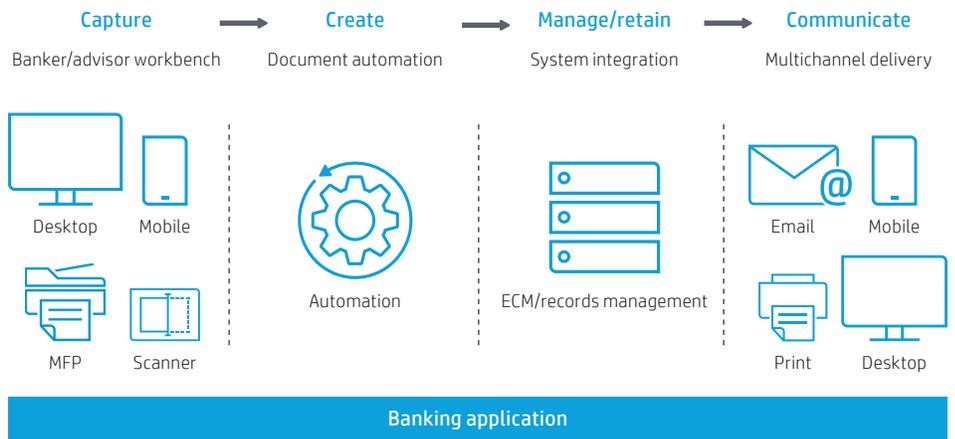
Retail branch customers demand speed, accuracy, and courtesy, and your branches require the tools to meet that demand and build stronger relationships. Retail banks need end-to-end, industry-specific solutions that streamline front- and back-office workflows to not only improve customer service in the branch, but also to keep behind-the-scenes operations running efficiently and profitably.

By adopting digital workflow technology and solutions, retail bank branches may be able to:

• Increase the speed and accuracy of key transactions through process automation.

• Reduce the cost of document-dependent processes through digitization and document routing.

• Enhance the speed and efficiency of branch staff to maximize customer face-time and eliminate manual tasks.

• Reduce the fraud window and compliance risk of key transactions.

HP has been a partner to retail banks for decades. We understand the unique needs and goals of retail branch networks, and have created a deep portfolio of innovative solutions designed to help meet these unique requirements and automate document-driven processes that take place in the bank branch.

MPS for retail banking: automating business processes

Capture	Create	Manage/retain	Communicate
Banker/advisor workbench	Document automation	System integration	Multichannel delivery

Desktop · Mobile · MFP · Scanner

Automation

ECM/records management

Email · Mobile · Print · Desktop

Banking application

HP Information Workflow Solutions for retail bank branches

HP Information Workflow Solutions are designed to accelerate business results by automating paper-intensive workflows through secure digital solutions integrated with key systems. By transforming paper-based workflows into increasingly intelligent, streamlined, and secure digital work streams, HP can help you capture, connect, and communicate information more effectively—redirecting resources from processing to profitability.

HP Information Workflow Solutions can help banks optimize critical processes that take place in the branch and include:

Information capture and workflow
• HP Loan Origination Accelerator
• HP Account Opening Accelerator for Banking
• HP Compliant Document Capture Solution for Financial Services

Secure printing
• HP Access Control Printing Solutions

Secure MICR check printing
• HP Check Printing Security Solutions

Multichannel client communications
• HP customer communications management (inclusive of integration with eSignature solutions)

Mobile printing
• HP ePrint Enterprise Mobile Printing Solution[2]

HP also has unique capabilities to provide retail banks with application integration services across the information management lifecycle: the "on-ramps" of content creation and capture, routing of the content, secure management and retention of content, and multi-channel options for delivering content in paper or digital form (or both).

HP Digital Workflow Integration Services deliver powerful capabilities for business process optimization. Robust infrastructure management capabilities ensure the right controls are in place to authorize, authenticate, track and audit the flow of documents, content and information. HP understands retail banks' need for solutions that integrate with their key applications and platforms, and we're ready to deliver.

How HP can help

Engage in a strategic conversation	Perform an assessment	Optimize results
• HP imaging and printing strategy consultation • Print policy workshop • Industry workshop	• Managed environment assessment • Eco printing assessment • Security assessment • Workflow discovery	• Standardize and get control • Manage efficiencies • Automate workflow • Deliver data-driven continuous improvement programs

Why HP?

For more than 50 years, HP has been partnering with leading banking, financial services, and insurance organizations, supplying the technical expertise and business savvy required to help position these companies at the forefront of their industry. Today, industry analysts rank HP as a leading provider of information technology and services to the financial services and insurance industries. In fact, 8 of the top 10 financial services and insurance companies are HP Managed Print Services clients.[3]

HP also provides a wide range of products and services to the industry that help our clients reach their goals, from mission-critical processing to best-in-class testing, monitoring, security, and analytics—along with the infrastructure that supports it.

We will take the time to understand your specific needs and create a plan to help optimize your fleet, ensure data and document security, and manage your evolving workplace.

Get started

Contact your local HP representative to:

• Set up a workshop to assess your specific business needs.

• Establish a plan to implement the best solution for today and into the future.

• Identify an environmental approach that can your organization save money.

Learn more
hp.com/go/mps
hp.com/go/fsiworkflow

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[1] Estimated energy and paper savings based on analysis of select HP MPS clients' imaging and printing operations using data gathered on devices and paper consumption, and comparing with post-MPS actuals or projections.

[2] For important information about requirements for HP ePrint mobile printing solution, visit hp.com/go/eprintenterprise.

[3] Claims based on Forbes 2018 – Global 2000 World's Leading Companies, published June 6, 2018; HP Internal Data.

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