



Case Study | Banking

CUSTOMER ACQUISITION & PIN ISSUANCE



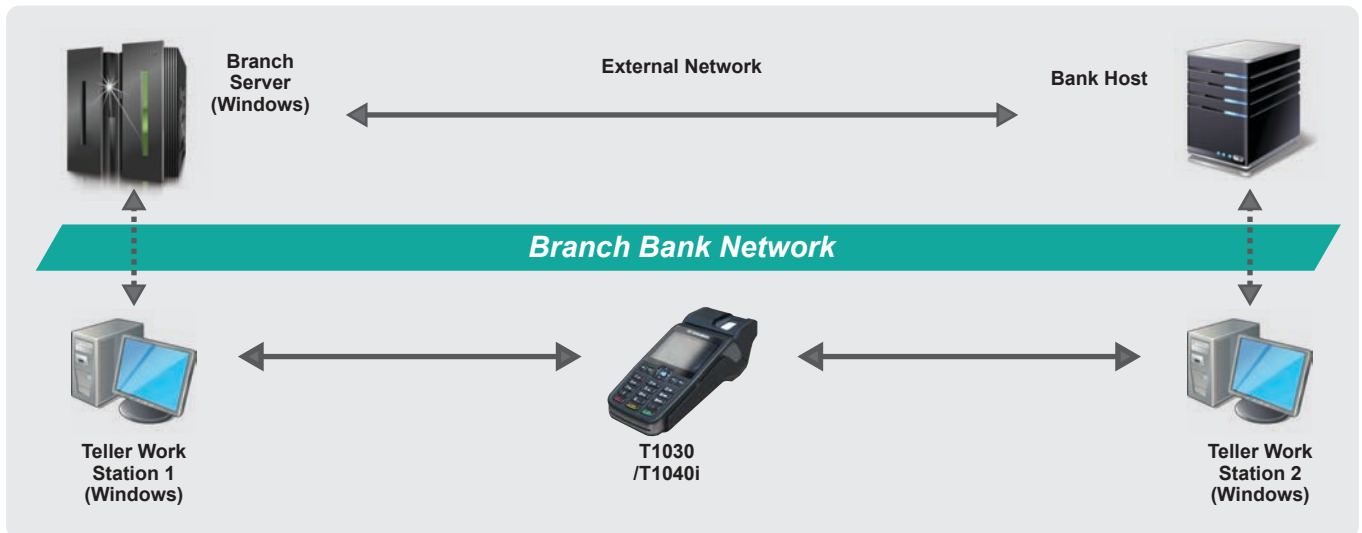
Client Overview

As the largest bank in Malaysia, our client is continuously finding new ways to increase customer satisfaction by improving overall customer experience. Driven by customer acquisition, the bank intends to equip all of its tellers with crossed functionality applications resulting in uninterrupted services across all tellers.

Challenges

To provide a secure end-to-end solution to address the hardware functional requirements and including software capabilities to interact with the banks existing account opening system and simultaneously interfacing to the ATM Host for PIN issuance and changes.

Solution



To meet the expectation at hand, our solution included:

- ▶ Tricubés T1040i with a built-in MyKad / Smart card reader & Biometric Module
- ▶ Device Application Modules for MyKad reading, Biometrics verification, PIN Issuance / Change including the interfaces with its account opening system and ATM Host for the following purpose :
 - Opening of account using Tricubés T1040i allows for reading of the MyKad and populating the banks Branch teller software system.
 - The biometric feature of the Tricubés T1040i provides the bank with the authentication feature that is required as a security protocol when a customer's fingerprint is validated against the minutedata that is stored in the MyKad.
 - PIN Issuance Automation for ATM / Debit & Credit Cards as compared to the traditional Pin Mailers. The latter process was cumbersome and costly, customers are now able to change their security PIN numbers at the point of collection using Tricubés T1040i

The Benefits

To reduce the cost of generating PIN Mailers & improve customer experience through utilizing scalable hardware that can be used for more functionalities in the future.

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