

LET'S TALK

Transformation of Your Branch

Extraco Consulting doesn't only understand the banking business, we are bankers first and foremost with vast experience adapting to the changing environment successfully.

WHAT WE DO:

- Create Efficiencies
- Improve the Customer Experience
- Minimize Physical Space
- Maximize Capital Investments
- Utilize Non-Traditional Delivery Channels to Enhance the Lobby Experience
- Generate New Revenue Streams

Transformation of the Overall Banking Business Model

The quality of the branch experience, which directly influences the customer experience and sales production, is driven by the quality of the frontline employees, and the tools that can help them provide enriched, consistent and personal interactions with customers.

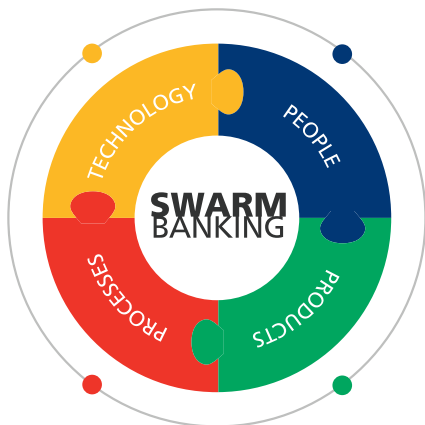
OUR MODEL AND METHOD FOCUSES ON:

- Award Winning Branch Transformation Strategy
- Lobby Layout Assessment and Recommendation
- Customer Traffic Flow Analysis and Guidance
- Process/Workflow Analysis and Guidance
- Technology Analysis and Recommendations
- Delivery Channel Analysis, Design and Guidance
- Recycler Implementation, Training, and Balancing Guidance
- Employee Education/Training
- Video Teller Implementation, Balancing Guidance and Training
- Customer Change Management and Education



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A Holistic Approach to Branch Transformation

SWARM Banking™:

People

Products

Process

Technology

“

Of all the banks Celent has researched, Extraco Banks may best illustrate the cultural, technical, and physical transformation needed to address today's challenges.

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Bob Meara *Senior Analyst, Banking Group - Celent*

SETTING THE DIRECTION

- Strategic Planning
- Organizational Structure
- Branch Transformation Strategy
- Project Plan Development
- Project Management and Support
- Change Management Seminars

REFINING PROCESSES

- Retail Job Description Guidance
- Retail Hiring Process Guidance
- Retail Frontline Process Refinement Guidance
- Innovation and Continuous Improvement Routine Assessment and Recommendation
- Retail Compensation and Incentive Plan Evaluation and Recommendation
- Customer Feedback and Satisfaction Routines
- Customer Retention Review and Recommendation

REMOVING BARRIERS

- Lobby Layout Assessment and Recommendation
- Product Review and Recommendation
- Marketing Assessment and Recommendation
- Customer Education and Change Management
- Alternative Delivery Channel Development

BUILD YOUR PEOPLE

- Customer Experience Training
- Relationship Building Sales Training
- SWARM Banking™ Certification and Pilot Assistance
- Customer Change Management Workshop
- Customer Education Best Practices Workshop
- Retail Management Routines and Best Practices
- Manager/Supervisor Mentor Programs
- Leadership Talent Development Programs
- Reward and Recognition Assessment and Development

Contact Us Today!

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