



## REMOTETELLER™ SYSTEM

# PERSONALIZED SERVICE, EFFICIENT OPERATIONS

Diebold's RemoteTeller System (RTS) is a high-throughput, low-cost, non-card-based approach to in-branch banking that uses pneumatic technology and two-way closed-circuit television (CCTV) to connect a consumer with a back office teller. RTS brings the familiar consumer experience and operational benefits of the drive-up channel within the comfort and safety of the branch. The result is increased productivity and improved security in a compact footprint for the delivery of teller-assisted transactions, all while maintaining a positive consumer experience.



### ASSISTED SERVICE

Bridge the gap between full- and self-service by bringing the familiar drive-up experience consumers enjoy into the branch.



### ENHANCE SECURITY AND REDUCE FRAUD

By allowing tellers and assets to reside off the lobby floor, the RTS makes the branch a less attractive target for criminal activity. Video monitoring serves as an additional deterrent.



### CONTROL COSTS

Diebold's RTS delivers the transaction sets consumers expect at a lower operating cost. And, the smaller footprint means reduced building and maintenance costs.



### TRANSFORM THE BRANCH

The RTS offers the flexibility to create nearly any lobby layout, as there is no need to design around vaults and teller lines. Create a total self-service lobby or add a greeter to maximize consumer engagement.



# DESIGNED TO MEET THE NEEDS OF YOUR BRANCH TRANSFORMATION STRATEGY

## **SIMPLE DESIGN FOR A SEAMLESS EXPERIENCE**

The RemoteTeller System allows up to eight tellers to serve up to 16 consumers from a secure, economical, remote location. The Customer Delivery Unit is intuitive, featuring vacuum-air tube (VAT) technology, a 15-inch color monitor and a color camera that serve as the link between the consumer and teller. Tellers use Vision Direct Operator Units that feature a flat-screen display with mounted camera, an Audio Control Module (ACM) with Diebold 816 Audio™ System ports, and additional optional components to easily service branch customers. RTS is designed for easy installation, serviceability and ADA compliance.

## **BUILD A BETTER BRANCH**

By replacing traditional teller windows, RTS frees up lobby space, minimizes branch staffing needs and allows branch personnel to focus more on the sale of financial products and services. The RTS itself can help with marketing and sales as well—video screens on an RTS can display everything from product and services offerings, to news, weather and third-party advertisements. RTS integration also makes the branch a less attractive target to criminals, as tellers and assets are less accessible and all transactions require a video interaction that can easily be recorded.

Besides the operational benefits, RTS can also serve as a strategic tool. Because RTS introduces technology into the banking experience without doing away with personal interactions, it is a compelling option for banks and credit unions seeking to reduce operating costs by migrating customers or members from teller-reliant transactions to more automated channels. Ultimately, RTS offers flexibility, allowing each financial institution to create an ideal branch experience tailored to deliver the levels of efficiency and human interaction that their visitors desire.

