



Remote & In-Branch Video Banking

Digitalize and Scale Face-To-Face Interactions



Are face-to-face interactions an important part of your member's & customer's loans, account opening, financial advice, and other journeys? With Eltropy's Video Banking solution, digitalize and scale face-to-face interactions and make it available in your member's & customer's homes and in your micro branches.

Covid made Video meetings mainstream. Now, consumers accept and expect to communicate with businesses over a Video. While there are 100s of Video meeting solutions, not many are designed for Video Banking. Trying to use a video conferencing solution or chat solution with video will lead to a disappointing experience for your users.

Eltropy's Video Banking solution (formerly POPi/o Video solution) is designed and refined over the years to serve the specific needs of Credit Unions and Community Banks.

With no download browser-based experience for members & customers, you can seamlessly start a Video Banking engagement with website visitors and re-create a face-to-face experience with high-definition video.

In the Video Banking engagement, you can verify the ID of the customer, invite other family members, collect documents, eSign documents & deposit high-amount checks.

You can create a video room at your lean & micro branches and use off-the-shelf hardware and dramatically increase staff utilization and make every branch feel like a full branch.

With Eltropy Video Banking solution, make high touch engagement channel agnostic.

With no download browser-based experience, start the video meeting in seconds. Invite others as needed.

With Skill Based Routing, find the most ideal staff to engage with a visitor to drive the most optimum outcome.

Record and retain video & audio to stay compliant with industry regulations.

Prevent fraud with Enhanced ID scan and dynamic Knowledge-Based Authentication (KBA).

Securely collect documents and use built-in eSign or third-party eSign solutions.

With teller-assisted Video Check Deposit, deposit high-amount checks to fund new accounts, take deposits, and much more.

With AI-powered Smart Video Blur, prevent your staff from getting exposed to indecent behavior.

Benefits

Increase Staff Utilization

With hard-to-predict in-brach v/s digital visits from members & customers, virtualize your staff and make them available via websites, mobile apps, and other branches and dramatically increase the utilization. Save thousands of dollars per staff with a 20%-30% increase in utilization.

Become a Preferred FI

High touch service and your staff is your competitive advantage against big banks. Leverage your competitive advantage beyond branch visits with Video Banking and become a preferred FI of your members & customers for all their financial needs and attract new members looking for a high-touch hybrid experience.

Cost Effectively Expand Reach

Make servicing more geographical areas feasible by adding In-Branch Video Banking to lean branches for staff augmentation and Remote Video Banking. Experiment with serving new geographics with 100% remote high-touch experience.



10x
ROI

Improve Productivity

30%+

Increase in In-Branch Staff Utilization

20%+

Increase in Remote Staff Utilization

Better Conversion

10%+

Increase in Loans

10%+

Increase in New Account Openings

Lower Branch Cost

30%+

Fewer/Smaller Branches

10%+

Less Branch Staffing

Let's
Talk

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