

SYNERGY BOX

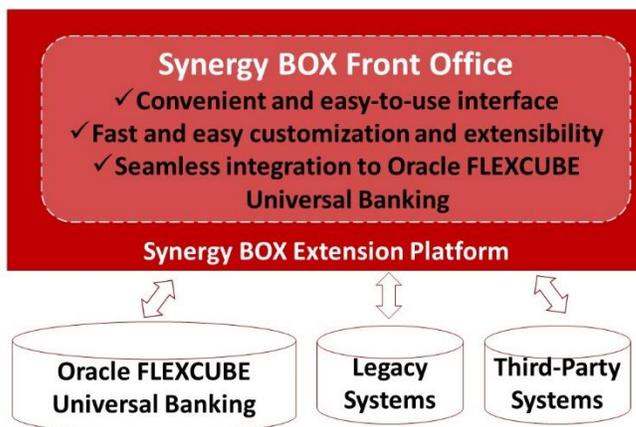
Front Office

Optimized for Oracle FLEXCUBE Universal Banking



Banking Optimization Extensions

User-Centric Frontend Solution for Branch Operations



Synergy BOX Front Office is a response to the demand of front-desk personnel for more usable front-end solution on top of core banking systems. This solution, created in collaboration with real users, offers an intuitive interface and easy extensibility to speed up your branch operations and lower your cost.

Minimizing Waste to Create Space for Innovation



Productivity

- ✓ Access all backend systems in a single frontend and leverage quick menus and convenience filters



Less errors

- ✓ Enjoy premium system support that offers you only the relevant options and prevents errors



Retention

- ✓ Enable speed and accuracy of service and increase your customers and personnel loyalty

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Use Cases

Synergy BOX Front Office exposes the entire functionality of the core banking system required for branch operations. Also, it extends it to cover boundary scenarios and unsupported features.

All functions are available directly from the navigation so that branch staff can access them quickly without switching screens. Convenience filters help front office staff to narrow down options and find the needed functions in a straightforward and efficient way.

Working with Accounts and Deposits

Operations with accounts and deposits are among some of the most commonly used transactions in a bank branch and can be accessed directly from the home screen.

The bank officer can navigate quickly to the **customer account information** using a client number or personal data such as ID or name. All essential information is grouped and presented in a single screen to create an overview of customer financial data.

For new customers, **opening an account or deposit** takes just a couple of clicks to reach the relevant screen. Also, fields are being pre-filled and irrelevant options are filtered out to prevent mistakes and further speed up the operation.

Operating Payments and Currency Exchange

All operations that do not require special customer authorizations are available directly in the navigation menu on the screens. **Cash payments** are therefore ordered within a few minutes, as the bank officer needs just one click to open the relevant screen.

Payments to other banks are also enabled in the navigation menu, and all required information is clearly structured on a single screen.

Currency exchange is normally a cumbersome and complex operation, which is a frequent source of errors. Clear options and automatically prefilled data minimize the risk of mistake and offer a straightforward way to execute the operation.

Cashier Management

Traceability and zero-error tolerance are must-have for cash operations. Therefore, cashier management includes **logging** and **separate login credentials**.

In addition, operations such as cashier denomination are **simplified** by prefilled data and clear structure.

Proxy Management

Ensuring **high-security standards** is another essential aspect of bank operations. Front office staff need to **validate legal authorizations** of the person ordering the operations. With Synergy BOX Front Office they can use a convenient screen where they can easily attach and access scanned documents, images, and other important data.

Package Management

Synergy BOX Front Office solves the banks' need to be able to offer **flexible and innovative products** to their customers by enabling the option to create **packaged solutions**. It is a convenient tool for building attractive new offerings from existing banking products.

Transaction Management

The Front Office solution exposes a list of **commonly used transactions** directly as navigation items in the menu. Additionally, the underlying Synergy BOX Extension Platform offers the possibility to **extend** this list and add new transactions and screens **by a simple configuration** that does not require any programming skills.

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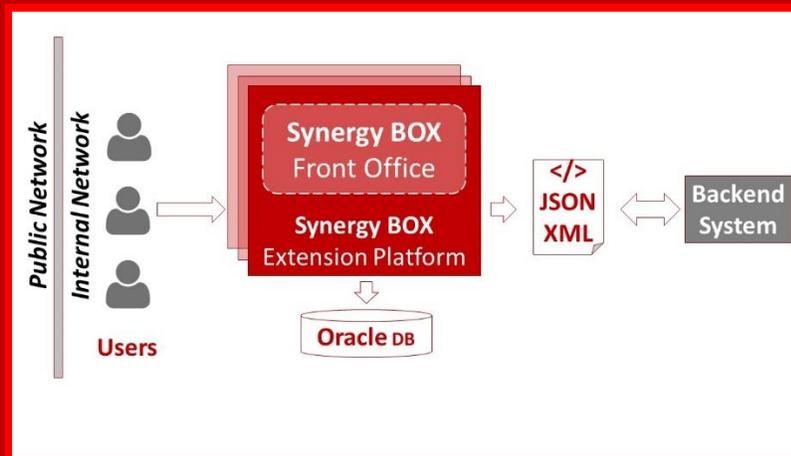
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Architecture

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As part of the Synergy BOX Suite, Front Office implement a modular approach and use up-to-date technologies to offer long-lasting relevance of the solution, performance, and ease of use. Its architecture follows a Model-View-Controller (MVC) pattern and works with industry de facto standards in enterprise software, such as Java Enterprise Edition and RESTful APIs.

The isolation of the Front Office solution allows for the extension of the core banking system functionality in areas where more features are needed and core banking system. All additional data is stored in a separate database instance and fetched dynamically to cater for convenience features, for example, forms prefilling.



Extensibility and Integration with Other Solutions

The underlying Synergy BOX Extension Platform offers powerful capabilities for quick and risk-free extension of the existing functionality in Front Office. It does not require programming knowledge - existing templates and reusable components can be easily configured to create new screens and add transactions to the navigation menus.

Also, the solution can be extended with other Synergy BOX Suite modules, such as Card Security to enrich the features offered to customers. For more information about Synergy BOX Suite solutions, see <http://synergygfs.com/>.

Low Resource Consumption, High Availability

Synergy BOX Front Office solution runs on a lightweight platform that consumes minimum system resources. At the same time, the available clustering capabilities support load balancing and ensure high availability of the system during working hours with hundreds of logged in users and parallel transactions.

TESTED
1200 parallel sessions
1,6 million accounts