

An innovative omnichannel solution that is revolutionising the functioning of financial institutions and improving the management of the sales process

A virtual branch combines the quality and comprehensiveness of services that customers expect from traditional branches with the ability to manage processes remotely. Thanks to this solution, both the consultant and the customer can be in anywhere in the world, but can quickly and easily conduct both basic and highly

complex operations, all the time still maintaining the interpersonal communication aspect in real time. Inperly virtual branch is a blend of advanced technologies helping consultants and customers conduct transactions, find answers to questions, tailor advice, and make important financial decisions, or even sign documents.





What benefits does an Inperly virtual branch offer?

- High-value interactions improving Net Promoter Score
- Improvement in emotional and interpersonal connection with customers
- Consistent user experience across channels – mobile, online and in-branch
- Increase in sales potential
- Meet the expectations of New Generations
- Increase the presentation effectiveness of promotional materials
- Constant improvement in the quality of services and care for the customer experience
- Greater efficiency and shorter customer service times



Unique functionality of Inperly virtual branch

- Fast time to market with cloud, hybrid or on-prem implementation
- Advanced video identity verification process: biometry and face recognition
- High-quality video chat
- Document sharing and co-browsing
- Document approval/signing process
- Post-call customer surveys, call summary and reporting
- High-security standards
- An advanced queuing system and optional Contact Centre connectors
- Omnichannel approach with possible WhatsApp, Messenger and SMS integration
- Full interoperability with internal systems and solution providers
- Accessibility via the web, mobile and in-branch kiosks
- Branding and customisation



Do you know the greatest benefits reported by institutions using virtual branches?

97%	higher NPS	42%	better customer intimacy
75%	better outcomes	31%	reduced workload in branches
77%	higher sales	25%	increased customer loyalty
65%	increased the perception of the organisation as an innovator	21%	more effective recruitment of new customers
56%	increased customer satisfaction	19%	increased revenue
56%	faster customer service		

Source: Research carried out by EFMA and CUNA, "How to Capture and Create Value from Video Banking", 2018.



About us

Billennium is a global technology company specialising in the creation of innovative solutions for business. One of these is the Inperly virtual branch, an innovative, omnichannel communication system between the company and the customer, which satisfies all the requirements laid out in this document.

Inperly is a part of Billennium

Let's stay in touch! Contact us to receive the best offer tailored to your needs or schedule a demo:

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