

# Axxiome and Amdocs for financial services

**Turbocharge growth with market-leading  
in-person banking**

## Modernize the branch experience

Many customers – even those who love online banking – want in-person interactions, especially for business services, account opening, and financial guidance. For banks and credit unions with branches, that's a competitive advantage all-digital brands can't match. However, digital technology has changed customer expectations. People want a smooth omnichannel experience and less waiting time. Axxiome and Amdocs have partnered to help you deliver the connected financial services customers crave.

Amdocs works with banks and credit unions to modernize services from the core to the customer. Axxiome extends modernization to the way you run branches and deliver in-person interactions. From the moment customers enter branches, they feel welcomed by prompt service and people with insight into their needs. When you modernize in-person banking with Amdocs and Axxiome, you:

- Increase customer satisfaction with lower wait times and an omnichannel experience.
- Boost revenue thanks to personalized cross-selling, upselling, and product bundles.
- Empower in-branch employees to sell more by offering banking products tailored to individual customers.
- Reimagine branches with innovations such as remote tellers, popup branches, and flexible designs.

## Are your branches spectacular or so-so?

After years of prioritizing digital banking, banks marvel at the persistent relevance of branches. Yet, branches, which could be innovation centers and revenue engines, often offer a substandard experience. Customers grumble over long wait times for even simple transactions. Employees chafe at their old-school tools and need more access to timely insights into customers. At the same time, digital-only banks poach the few customers who never visit branches with teaser rates on traditional products.

After a decade of investment in digital experiences, branches demand attention, and many banks want to blend the convenience of digital with the personal touch of in-person interactions. The Axxiome Digital Branch and Teller solution provides the foundation for next-generation branch experiences. Amdocs delivers integration and other services that support end-to-end modernization – from the core to every customer interaction.

### Banks and credit unions investing heavily in branches

According to research conducted by Future Branches, the overwhelming majority of banks and credit unions surveyed plan to invest in the branch experience over the next 12 to 24 months. Where are you and your competitors investing? Top investment areas include:

- 75% expect to buy branch-related solutions in the next 12 months.
- 81% Anticipate investments in customer and member experience over the next 24 months.
- 71% plan to invest in data and analytics over the next 24 months.
- 50% expect to invest in omnichannel solutions over the next 24 months.

## Step inside a customer-centric branch

What happens when a customer enters a modernized branch? A bank employee or virtual concierge checks them in and routes them to assistance. Automated reminders help customers keep scheduled in-person appointments. Omnichannel service accelerates transactions customers initiate online and complete in person, such as currency exchange. Remote approvals streamline complex workflows, accelerating customer interactions. Popup branches deliver in-person excellence at events and in the event of temporary branch closures.

On the employee side, your people can do more – faster – for customers. They can move throughout the bank and manage multiple transactions simultaneously on secure mobile devices. Integrated chat aids in remote approvals. A 360-degree view of customers gives them the information they need to match customers to the right products, improving their sales metrics.

## Take modernization further

At Amdocs, we unite financial and technology specialists within Amdocs Studios. They apply their expertise to help financial service leaders eliminate the divide between technology and business goals. Work with us to realize your vision for Axxiome solutions and overall modernization. Expect an emphasis on delivering game-changing outcomes through AI, automation, and product innovation. Amdocs Studios deliver:

- **Product and pricing personalization:** Tailor banking products and pricing to customers to increase revenue and customer loyalty.
- **Experience and Digital Engineering Studio:** Create connected customer and employee experiences that fuel growth and delight people.
- **Data and GenAI Studio:** Modernize, unify, and govern data platforms with AI-driven insights and next-generation models.

- **Cloud Studio:** Accelerate cloud adoption, security, and management at scale.
- **Quality Engineering:** Ensure flawless, rapid delivery of fresh experiences and routine releases with automation and AI.

## Why Amdocs?

Financial service providers choose Amdocs for our integration muscle and end-to-end approach to modernization. Our team brings together:

- **Scale:** 28,000 people in ~90 countries
- **Expertise:** 5,000+ system integration, 4,200+ quality, 2,000+ data, and 1,000+ certified cloud specialists
- **History:** Founded in 1982
- **Stability:** NASDAQ listed with \$5B in revenue
- **Experience:** 50+ financial and ~400 communications service provider customers

## Let's make your branches amazing

At Amdocs, we engineer and deploy the building blocks of customer-centric experiences. Our focus on product innovation, value-led modernization, and automation drives measurable change and reduces risk. [Talk to our team](#) about how our approach can help you realize outsize results for your branch investments.