



The Business Value of Branch Modernization with Fiserv

Financial institutions undergoing a branch modernization effort are realizing **significant value** by leveraging Fiserv solutions to improve the consumer branch experience, and support their business needs. This would result in a **five-year ROI of 420%**.

KEY RESULTS



5:1
5-year ROI



34%
faster onboarding
for new accounts



12 months
to payback on
investment

BANK QUOTE:

“Undergoing a branch transformation makes us a lot more efficient. It cuts down on wait time for customers. It gives people more flexibility in how they bank.”

Branch-Related Impact

20% more
efficient bankers

49% reduced
branch wait time

34% more
efficient tellers

20% reduced
branch physical footprint

Marketing KPIs

% improvement

Increased customer
engagement

78%

Quicker time for
campaign launch

19%

More new customers/
members onboarded

10%

CREDIT UNION QUOTE:

“The ability to compete is the biggest benefit for us. We have a small organization so (undergoing a branch transformation) allowed us to compete with some of the larger organizations out there. I believe we’d be losing revenue, if we didn’t do this.”

Business Benefits

\$4.5M
additional revenue gained

28% improved
customer/member satisfaction

38% faster
onboarding for new loans

36% improved
employee satisfaction

See the complete picture: [download the white paper](#)