

Allianz Bank Zrt.

Letter of Support

We at Hungarian Allianz Bank branch network using ONLINET Customer Directing Systems since 2006.

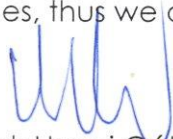
From the very beginning the solution was implemented in the full network of branches using which we achieved the following benefits:

- Created optimal waiting, administration and back-office work times, that can be measured by the system
- We are monitoring the activities of our clerks in real-time, and in case needed we can intervene immediately to ensure the completion of the expected values
- We can measure the visitor flow of our branches – by service, by branch, or even by region
- We can measure the efficiency and load of our clerks
- We can ground workforce expansions and location of future branch openings
- We can measure the efficiency of our marketing campaigns, competitiveness of our products and services offered
- We can measure the quantities of our cross-sales

The system even has more capabilities, thus in form of systematic consultations with ONLINET we are working to be able to use the maximum of functionalities, and based on customer specific developments to have even more related data in our possession. Based on these information we can make well-grounded decisions for increasing sales performance level of our branch network.

The Customer Directing System can be complemented with different modules, currently we are planning integration with our CRM system, that allows instant data display on clerk's screen about those called customers who previously identified themselves with their banking card upon arrival to the branch.


ONLINET Ltd. fulfills the undertaken installation and technical support conditions and deadlines, thus we are satisfied with the services provided.



dr. Hegyi Gábor

deputy CEO

Allianz Bank Zrt.
(3.)



Fülöp Ákos

managing director