

PRESS RELEASE

Auriga Wins Top International Award for #NextGenBranch Solution

London – September 16, 2021- [Auriga](#), a global provider of technology solutions for the omnichannel banking and payments industries, today announced that it has won the first place in the [Best ATM/Self-Service Experience category](#) at this year's [Bank Customer Experience \(BCX\) Summit Awards](#).

The BCX Summit awards are run by [Networld Media Group](#) and [ATM Marketplace](#) and recognise the most unique, innovative, and pioneering financial institutions and technology providers whose branches and technologies are having the most impact on consumers.

Winners were officially announced during the Bank Customer Experience Summit, which took place in Chicago from Sept. 13 to 15.

Auriga won the award for its [#NextGenBranch](#) solution, which enables a **state-of-the-art, digital, remote, and customer-oriented** branch. This leverages **advanced assisted self-service** and new technologies such as **video banking, AI and automation** to deliver **24/7** access to banking services and increase the efficiency of processes. #NextGenBranch modules **Bank4Me** and **WWS Fill4Me** allow customers to access all the branch services in self-service assisted mode around the clock and interact with the bank's consultants via video banking for more complex transactions in a safe and personalised way.

This technology allows customer-facing employees to be able to focus on more complex activities that require the added value of human interaction. It also reduces branch **management costs**, while maintaining **access to financial services** and generate **new revenue streams** by customising modern ATMs with add-on services.

Commenting on the award, **Vincenzo Fiore, founder and CEO, Auriga** said: “We are delighted to have won this accolade for our cutting edge solution for today’s branch banking. #NextGenBranch is a real game changer for retail banks in how it creates a single source of truth on each bank customer and tracks the complete customer journey. When full adopted banks see a significant reduction in operating costs and an equally big increase in customer satisfaction from improved services”

Find out more at this link: <https://www.atmmarketplace.com/articles/winners-announced-for-bank-customer-experience-awards/>

About Auriga

Auriga is a leading supplier of software and technological solutions for the banking and payments industries, and a specialist provider of innovative omnichannel solutions to banks and other financial institutions. Its solutions, deployed on over 74% of Italian ATMs, are founded on modern architecture and improve time to market for new services while lowering costs, protecting critical devices from cyber-attacks, and building long-term competitive advantage. Auriga is a global company with a direct presence in Italy, UK, France, Spain, Germany, Belgium and Mexico, and expanding operations in Western and Eastern Europe, Latin American (LATAM) and Asia-Pacific (APAC).

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