

## PRESS RELEASE

### **Auriga Extends Advanced Bank Branch Self-Service Solution with IOLE, the New Smart Personal Banking Virtual Assistant**

Bari, Italy, 31<sup>st</sup> October 2022 - Auriga, a global software provider for the omnichannel banking and payments industry, today announced a significant development of its digital self-service branch solution Bank4Me. **IOLE** is a powerful **virtual assistant** that intuitively and **fully answers customers' needs** and provides **extended assistance** when they use **Bank4Me**.

Running on digital hubs inside new style branches, [Bank4Me](#) allows customers to access all the services of the bank in self-service mode and interact with the bank's consultants via video and audio assistance, in a safe and personalised way.

The new IOLE virtual assistance maximises Bank4Me [#NextGenBranch](#) capabilities to support customers and educate them on new features and financial products, further improving the experience of using digital self-service branch services. IOLE offers a wide range of functions dependent on the needs of the customer:

- Integrates into the Bank4Me desk and is activated by **motion sensors** to **welcome** the customer and offer its services.
- Offers fully **automated assistance** through **voice commands**, without the need for the customer to physically interact with the Bank4Me desk.
- **Explains** the **functions** and **components** of the Bank4Me desk, allowing customers to become familiar with the entire workstation.
- Provides **information** regarding all operations that can be carried out with Bank4Me including account balance checks, transactions, branch opening/closing times, and promotions.
- Completes a **transaction** on behalf of the customer and guarantees the accuracy of its execution.
- Autonomously **starts interaction** with a **bank's consultants** via **video conference** for more complex transactions in a safe and personalised way, if required by the customer.

Vincenzo Fiore, CEO of Auriga said: "We are committed to creating innovative software and setting the benchmark for banking service solutions that truly serve the needs of customers, banks, and ATM operators. IOLE enhances the experience customers have when using Bank4Me inside branches, furthering our goal of

enabling banks to invest in new digital branches that deliver smarter, more personalised, services while being much more operationally efficient to run.”

Banks can extend their use of IOLE by easily integrating with **third party service providers** such as for travel or event ticket payments. This enables a faster time to market for new services and **revenue-generating opportunities**. Additionally, IOLE uses **machine learning** to improve how it works with customers and supports branch banking processes.

Among the first Bank4Me users is the Italian retail bank, [Banca Carige](#), which uses the Bank4Me desk in four fully digital branches. These provide branch banking services 24/7, while reducing operating costs by 38% compared to traditional branches.

IOLE was previewed last week at the [European 2022 ATM & Payments Innovation Summit](#) in Berlin.

### **About Auriga**

Auriga is a leading supplier of software and technology 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 a modern technology 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, Spain, Germany, Belgium, and Mexico, and expanding operations in Western and Eastern Europe, Latin American (LATAM) and Asia-Pacific (APAC).

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