



Enhancing access to services and information, increasing revenues



With financial services becoming ever more competitive and online technology introducing new ways of interacting with customers, Delphi can help you stay ahead of the competition by extending available services and maximizing operating efficiencies.

Business agility is critical to your success. Kiosks are part of Delphi's adaptive infrastructure specifically designed to support customer service and financial services networks as companies move into next generation technologies.

By introducing interactive terminals into your institutions you provide a platform from which to offer a multitude of potential new applications that enhance customer service and support cost reduction activities.

The right applications can complement existing branch services perfectly, bringing the best of traditional and online banking environments together.

You can encourage customers to migrate from traditional over-the-counter business to the more efficient interactive online portals – where you can also up-sell new products and services relevant to your customer needs.

Beat the competition by differentiating your products – offer real-time information services, online banking in-store and a dynamic promotional platform – all from the same kiosk.

Make the most of your real estate by offering customers a user-friendly way of accessing information. Cut queues and improve customer service. Even link through telephony or video conferencing to centralized specialist customer advisors.

Our Services, Our Solution

Delphi provides eAgile self-service systems, not just the hardware and software. A full consultation service for operation, service, usability and deployment is available. Delphi can also help in developing a robust business plan and deployment schedule.

Delphi interactive kiosks can provide your customers with a quick and easy way to access specific information and media content.

Our attractive pricing, quality and value added services allow you to formulate a competitive strategy that will see you enhance services and revenues and stay one step ahead of the competition.

Let Delphi help you be different and more efficient.



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Potential applications include:

- Information services: streamed in real-time
- On-line portal: access on-line services
- Personalized customer service
- Secure e-payments
- Promotional advertising platform
- Internet surfing: open or restricted access
- E-mail services
- Sponsored content

Key features include:

- Stylish and ergonomic design
- Touch screen interface
- Optional printers: for tickets, vouchers
- Customizable user interfaces
- Modular components

Delphi is respected for providing the highest quality networked interactive terminals.

Several key features make this solution unique:

- Multiple modular hardware options: match product to user need
- Robust and secure: maximum product uptime, vandal resistant
- Flexible network interfaces: complements network strategies
- Anti-fraud and anti-hacking measures: secure operation
- Proven reliability in the field: confidence in performance
- Sophisticated remote management: for network efficient operation
- Remote updates of content and software: low cost updates

Built on Open Source standards, Delphi's self-service systems enable businesses to scale as needed.

Options:

- Choice of payments
 - Coin
 - Card
 - E-payments
- Physical
 - Wall mounted
 - Free standing
 - Privacy screens

- Hardware
 - Touch screen
 - Keyboard
 - Pay telephony modules
 - Point to point telephony modules
 - Audio speakers
 - Web camera
 - Printer
 - Wireless connectivity
 - Choice of payments accepted
 - ISDN or ADSL network interfaces

Software and System features:

- Software
 - Customizable screen designs
 - Application development
- Remote downloads
 - Configuration data
 - Content, screen designs and advertising
 - New application software
 - User requests in real-time: Internet content, proxy server content

Kiosks are connected to a management system, which remotely monitors performance and usage. Content and applications are also managed, allowing rapid updates and customization.

Configuration Options



SOLUTION ARCHITECTS

If you would like more information on how Delphi can help drive your strategy forward then please contact:	
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