Deliver superior customer satisfaction in Retail Banking, while meeting compliance, security, and SLA requirements using NETSCOUT solutions for application service assurance.

**NETSCOUT SOLUTIONS CAN:**

- **Reduce Downtime Costs**
  
  Direct cost: $150K/incident
  
  Source: Global Banking & Finance Review (Dec. 2016)
  

- **Reduce Risk**
  
  Competitors are always a click away
  
  Degradation and failure can lead to security/compliance violations (ISO 8583, PCI, cybersecurity legislation). Customers Demand Quality Experience

- **Branch**
  
  Teller services, such as transactions, customer service, etc.

- **Call Center**
  
  Customer Service and Information

- **Merchant**
  
  Credit/debit card transactions

- **Virtual Teller Machines**
  
  Financial transactions and information, linked to customer service

- **Mobile + Web Applications**
  
  Transactions, investments, customer service, reporting, statements, etc.

- **Third Parties**
  
  Bill Pay, credit cards, business partners, etc.

DELIVER QUICK, SECURE E-BANCING AND TELLER APPLICATION SERVICES FOR CUSTOMERS 24X7.

OPTIMIZE THE DIGITAL TRANSFORMATIONS IN BANKING LIKE MOBILE APPS AND VIRTUAL TELLERS.

OFFER CUSTOMER EXPERIENCE WITH CUSTOMER SERVICE REPS IN CONTACT CENTERS.

WHEN DEGRADATIONS DO OCCUR, HELP RECOVER QUICKLY.

FOR MORE INFORMATION VISIT NETSCOUT.COM

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