

KEBA obtains Bank Austria as a new client

227 account service terminals in operation since April

KEBA, which is based in Linz/Austria, is highly successful in the banking automation field and can now point to another major achievement, having obtained the Bank Austria, the nation's largest banking institute, as a new customer. Between February and April of this year, a total of 227 KePlus K6 account service terminals were delivered and installed.

Convincing innovative features

Last year, Bank Austria invited KEBA to participate in a tendering process, which related to the replacement of older, operative banking machines throughout Austria. KEBA responded with its KePlus K6 account service terminal, which with its self-service transfers and statement printouts represented an ideal solution. Moreover, the machine's innovative features such as an infinitely adjustable display and an external, paper level indicator caught the eye with the result that Bank Austria awarded KEBA the contract. Another important factor in this decision was the future and investment security provided by the system, which already offers a double-sided statement printout capability and is equipped with a bar code reader.

Intuitive operation provides high levels of customer acceptance

According to Christian Noisternig, who is responsible for the retail customer segment at Bank Austria: *"Employee and customer acceptance is always the key issue with regard to the introduction of new self-service terminals. Thanks to their attractive design and intuitive operation, the KEBA machines have been well received and are in use by both our advisors and customers. A fact confirmed by the transaction figures."*



Automation by innovation.

Unbureaucratic rollout and project sequence despite time pressure

The outstanding feature of this project was the brevity of the realization period. KEBA produced all the terminals within just a few weeks and then delivered them to Bank Austria's service partner, TSG, for interim storage. TSG subsequently completed the quick and efficient installation and commissioning of the machines between February and mid-April. Since then, all the terminals have been running smoothly to the complete satisfaction of the client. Moreover, their quality and excellent availability levels have also proved convincing under practical operating conditions.

Gerhard Luftensteiner, the KEBA AG CEO: *"We are delighted that Bank Austria has decided for KEBA. We are convinced that we can fully serve this new customer with our products, solutions and know-how."*

Customer orientation and flexibility

KEBA's exceptional customer orientation was constantly on display during the project. Even the hardware was specially adapted to Bank Austria's requirements and thus met its wishes in full. This is affirmed by Klaudia Wallner from the bank's Organization/Process Management Department, who was entrusted with the management of the project: *"Irrespective of the challenges that arose during the course of the contract, KEBA always remained professional and flexible. We found this most impressive."*

KEBA AG

KEBA is an internationally successful electronics company based in Linz/Austria and with subsidiaries around the world. In line with its credo, "Automation by innovation" KEBA develops and produces inventive, top quality automation solutions for the industrial, banking, services and energy automation branches that repeatedly set new trends. <http://www.keba.com>



Automation by innovation.

KEBA AG

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One of the 227 KEBA terminals installed at the Bank Austria branch in Vienna, Kaisermühlen.



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