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Seamless Customer Experience Solutions

Driving advanced connectivity and engagement between businesses and their customers through smart digital solutions and innovative technology platforms
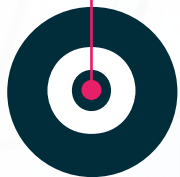
Replacing business barriers with connectivity bridges

emeri

Innovative customer experience solutions that drive connectivity, engagement and positive interaction.

Emerico offers an **end-to-end solution for customer experience** – our aim is to effectively enable your customers to make more key interactions that deliver you greater levels of business.
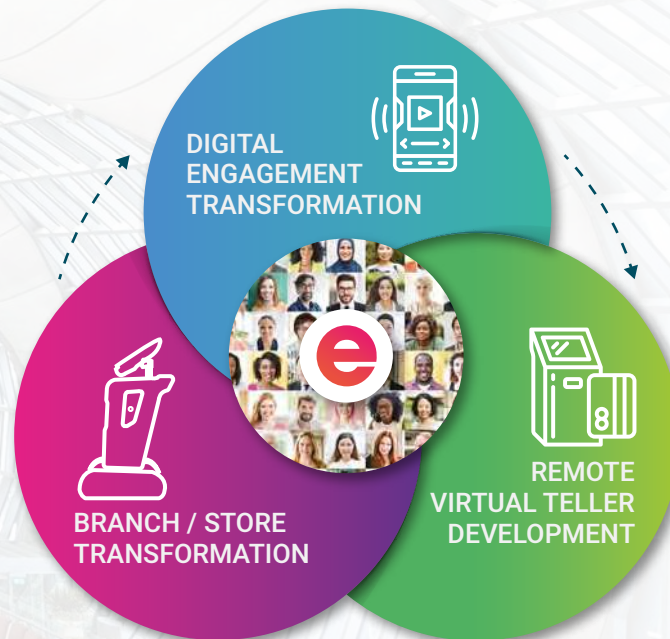
We have an extensive portfolio of smart digital solutions and innovative technology platforms that deliver opportunities for you to enhance your customers experience, supported by comprehensive success services and consultancy that can ensure maximum project efficiency and cost savings.

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CO

Seamless Customer Engagement Solutions

DIGITAL ENGAGEMENT TRANSFORMATION

BRANCH / STORE TRANSFORMATION

REMOTE VIRTUAL TELLER DEVELOPMENT

Enhanced customer engagement
24 Hours, 365 Days

Connect

when and where your customers need

Engage

effectively through smart digital solutions and innovative technology platforms

Interact

without barriers, create connectivity bridges to business opportunities

E1,E1A
E2,E2A
E3,5,7,9
E4,6,8,10
E1A,E2A

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Seamless Customer Experience Solutions

Your Customer Experience Engagement Opportunities

By partnering with Emerico, you can provide a seamless end-to-end customer experience from personal device engagement through to full branch transformation.

Digital Engagement Transformation

+ Digital banking / payment and transaction solutions
+ Digital connectivity services
+ Mobile point of sale

Remote Branch / Teller Development

+ Self service virtual teller machines and interaction equipment
+ Virtual branch equipment and software
+ Counterpoint equipment and software

Branch / Store Transformation

+ Storefront self service virtual teller machines and interaction equipment
+ Point of sale technology and software
+ Autonomous self service engagement solutions

Solutions Tailored to Your Industry

Emerico partners with businesses across the globe to deliver tailored solutions that meet the engagement and enablement needs of specific customer audiences. Partnering with our consultancy teams can ensure the correct solution is selected to deliver the best customer connectivity, engagement and interaction opportunities are achieved cost effectively specific to your industry and business needs.

Banking	Insurance	Telecommunications	Government	Retail & Hospitality	Aviation

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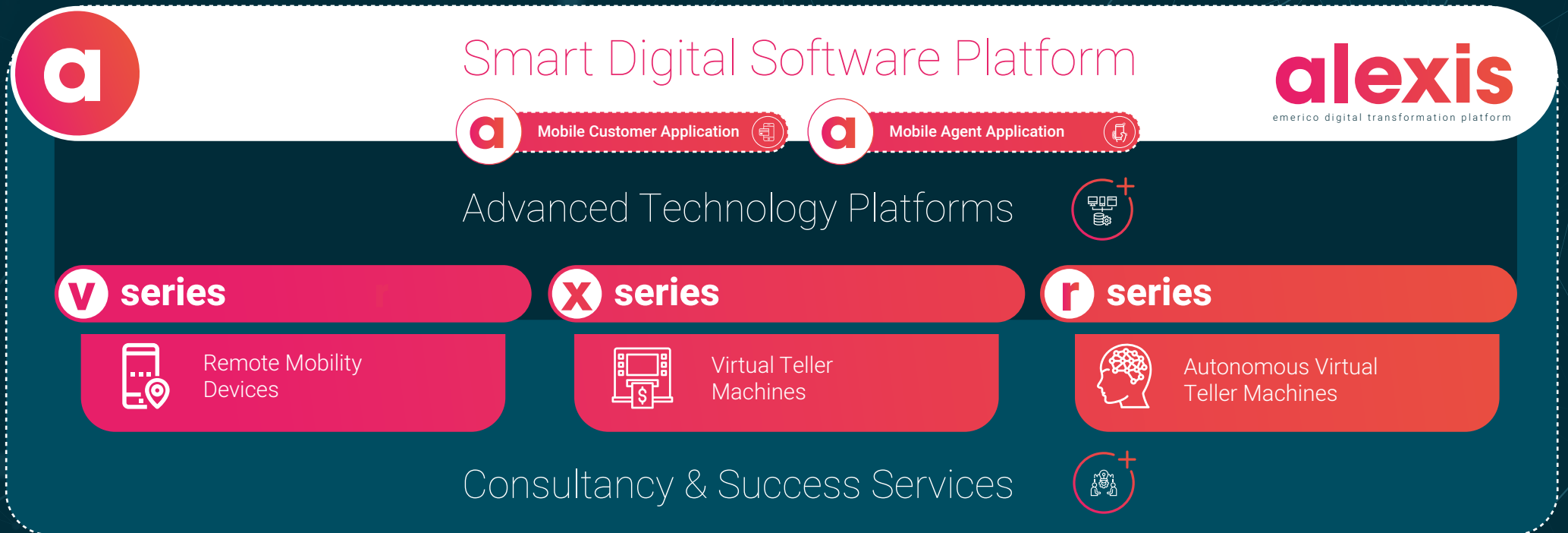connect / engage / interact

Seamless Customer Experience Solutions

Digital and Technology Platform Integration

Your customers deserve an engagement solution that enables them to simply and quickly acquire what they need and when they need it. Emerico's end-to-end seamless integration between digital and technology platforms ensure you can capitalize on all customer experience opportunities to enhance engagement and generate more interaction with your customers. You can utilize Emerico's knowledge and experience by utilizing our supporting consultancy and success services portfolio.

Smart Digital Software Platform

alexis
emerico digital transformation platform

a Mobile Customer Application

a Mobile Agent Application

Advanced Technology Platforms

v series

Remote Mobility Devices

x series

Virtual Teller Machines

r series

Autonomous Virtual Teller Machines

Consultancy & Success Services

Consultancy & Success Services

Emerico provides a portfolio of consultancy and success services. With cross industry, global and multi-customer experience we can align our strengths with yours to efficiently deliver the project requirements and deliveries that ensure great results and cost savings.

Consultancy

+ Customer experience analysis
+ Conceptual experience design
+ Requirement assessments
+ Future readiness
+ Process & technology optimization

Success Services

+ System customization
+ System integration / implementation
+ Staff training solutions
+ System installation
+ IT solution services

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alexis

emerico digital transformation platform

PCI PA-DSS VALIDATED

SGS ISO 9001

UKAS MANAGEMENT SYSTEMS 0005

Certificate Number : MY17/02512

alexis: Our Digital Transformation Platform

Alexis is our smart software platform, a digital transformation tool that ensures the effective provision of a seamless customer experience. From the end users device through to our autonomous customer engagement machines Alexis is at the core, shaping the customer experience to ensure maximum connectivity, engagement and interaction. Positioning Alexis alongside our range of technology platforms delivers an immersive end-user experience.

Alexis cross platform immersive customer experience

across all devices

v series

x series

r series

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# What makes **alexis** smart for your business?

Multi-Channel Integration

Alexis Software is designed as a Multi-channel solution to enable easy integration and configuration across all customer on-boarding channels. (Smartphones, ATMS, PoS and more)
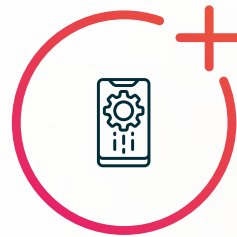
Device Management

Alexis Software provides a flexible range of services such as enabling remote management, diagnostics and real-time monitoring.
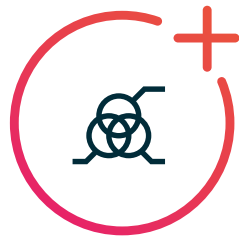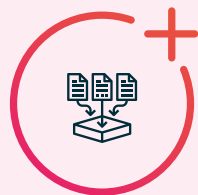
Freedom for Integration

Alexis Software is fully integrated and compatible with different types of APIs (SOAP, RPC, RESTful) and data formats. (JSON, ~XML, ISO 8583 and many more)

Safe & Secure

PA-DSS Certified v3.2 by the PCI council as a certified compliant payment application. Multi factor authentication enabled.

Platform technical integration

Content Center

+ Manage advertisement, information and documents on machines
+ Support video, picture, PDF document
+ Configure machines for different content
+ Grouping machines to display advertisement on idle screen
+ Allow machines to access brochure for product information

Device Monitoring

+ Device management for machine
+ Remote update application
+ Remote configure machine settings
+ Monitor machine - Heartbeat, network, module status
+ Remote key injection
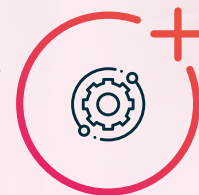
Smart Services

+ Security control access on machine direct to secure host
+ Middleware to connect host
+ Admin dashboard
+ User management
+ Audit log and reporting
+ Support end to end encryption and decryption
+ Transaction logics and controls

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Seamless Customer Experience Solutions

alexis Virtual Assistance Teller

Integrated Video

Global communications are embracing video conferencing, end-users becoming increasing comfortable in its use. Alexis has integrated video conferencing that ensures video can be utilized across the range of Emerico customer experience solutions – from mobile device to our autonomous customer interaction machines. Utilizing video you can form closer relationships with your customers wherever they may be, cost effectively.

alexis Mobile Customer Application

Digital Engagement Platform

Delivering complete customer flexibility, connecting when they need to connect. Not just for banking, many sectors are now taking advantage of mobile point of sale and interaction.

+ Function rich but simple to use
+ Customizable to the needs of your business
+ Highly scalable and robust
+ Multi-factor authentication security
+ Similar user interface to Emerico's range of technology platforms
+ Multi-choice deployment model including SaaS

SaaS

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Adaptive & Customizable

Interactive & Simple

Autonomous & Intelligent

Self-reliant & Self-charging

Live Video Assistant

Remote Control

Call in with the business app

Designed for Microsoft Surface

Made for iPad

Intuitive Touchscreen

(10.2 to 12.9 inches) for enhanced customer interaction

Live Video Calling

and remote assistance

Biometric Security

(Facial and Fingerprint)

emerico r-series solutions

R35 Autonomous Virtual Teller Machine

Smart Customer Experience Interaction.

Extend your customer interaction team effectively with the R35 autonomous teller machine from Emerico.

Innovatively greet customers to enhance your branch transformation process. Connect with the digital native generation and position your business alongside digital innovation. Customizable to meet the needs of your business environment.

Printer

(Boarding pass, Luggage Tag & Receipts)

EMV Payment

and DIP card Reader

Passport & Barcode Reader

(RFID/NFC, MRZ, 1D, 2D & QR)

360° sensory awareness level

for precise maneuverability

Patent Pending

Customizable

to fit your business needs

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Seamless Customer Experience Solutions

Assisted Self-Service

On demand Live Video

Card-less withdrawal

Streamlined process

emerico x-series solutions

On-Demand Video Conferencing
WITH ROBOTIC EXTENSION

emerico x-series solutions

X35/X35e

Cash Recycler
CASH & COIN IN/OUT/REJECT FUNCTION

Intuitive High Definition Touchscreen

A4 Receipt
SCANNING AND PRINTING

emerico x-series solutions

x-series Assisted Teller Machine

Delivering customer-centric self-service convenience.

Designed for in-branch or remote virtual teller customer interaction opportunities, reducing barriers through simple yet intuitive user experience.

+ Manage simple and complex transactions with ease.

+ Effective customer recognition with security.

+ Realtime self service assistant on-demand, extending the reach of your team.

+ Utilizing the Alexis Digital Transformation Platform

Document in/out/reject Function

Card Reader
AND CONTACTLESS READER

Passport & Barcode Reader
(RFID/NFC, MRZ, 1D, 2D & QR)

Cheque Scanning

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emerico x-series solutions
X37/X37e

emerico x-series solutions
X38/X38e

emerico x-series solutions
X39/X39e

x-series key features

+ Passport & Barcode Reader

  (RFID, NFC, MRZ, 1D, 2D & QR)

+ Biometric Reader (Face and Fingerprint)

+ EMV Card Issuance

+ Remote Dual Screen Control

+ Cheque Dispenser and Deposit

+ Contact/Contactless Card Reader (EMV)

+ Printer (Receipts, Statements, Documents)

+ NFC/RFID/Bluetooth Capable

+ Banknote & Coin Recycling

E1,E1A
E2,E2A
E3,5,7,9
E4,6,8,10
E1A,E2A

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Seamless Customer Experience Solutions

Equipped with Biometric Technology - for a more secure authentification & verification

Embedded with a Mobile Document Scanner - for passport & ID verification

Seamless Customer Acquisition - with our **alexis** software platform

emerico x-series solutions

v-series Mobility

Increase your outreach with beyond the branch customer interaction mobility devices.

Interact with your customers securely and effectively with the Emerico V Mobility Series, offering solutions for Apple and Microsoft platforms. Utilizing video conferencing examples uses may be customer onboarding, payment transactions or general customer support.

Centralized On-Demand Video Support - connect with Relationship Consultant remotely

Quick & efficient Transaction Performance - with an EMV Contact & Contactless Reader

Outfitted with Built-in PCI Certified Pinpad - and an EMV Portal for a more secure payment & pin issuance

Made for iPad
Available on **iOS**

Designed for Microsoft Surface
Available on **WINDOWS**

Patented worldwide

V3 Mobility
with iPad (Biometric)

Made for
 iPad

V3 Mobility Advanced
with iPad (Biometric + Pinpad)

Made for
 iPad

V3 Mobility
with Windows (Biometric)

Designed for
Microsoft
Surface

V3 Mobility Advanced
with Windows (Biometric + Pinpad)

Designed for
Microsoft
Surface

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Mobile Agent Application

Powered by **alexis**

Transform the way you engage with customers by extending your network through existing service based businesses that are already local to your customers. Partner up with convenience stores, petrol stations, mini markets, cafes and other service driven organisations that can deliver an enhanced customer experience.

Make your services accessible to everyone without additional costs with the Emerico Mobile Agent. Applications could be mobile banking, mobile account management, mobile onboarding, mobile ecommerce, mobile user authentication and much more. Effectively give service partners the tools they need.

Easy Implementation

With a standardized API design, implementing our mobile agent solution is **hassle free**

Customer Convienience

Reduce customer travel time by being local, and **easier to access** through extended operating hours.

Reduce Cost

No additional hardware such as a POS system or server is required. A smart device (phone or tablet) is all your partner needs

Extensive Partners

Partner up with convenience stores, petrol stations, mini markets, cafes and many more possibilities to **extend your customer reach** effectively

Multi-Channel Integration

Design as multi-channel solution for compatibility across all devices connect using any POS systems such as nano cash machines, handheld devices and hybrid terminals

Enabling partner agents

Example Transactions and Features

+ Single platform Alexis software
+ Proven scalability and robustness
+ Deployment model to meet your business needs
+ Customizable to meet your brand requirements
+ Data analytics to understand your customers interaction

Withdraw

Deposit

Remittance

Balance

Open Account

Bill Payment

Top Up

Fund Allocation

Loan

Credit Card

Terminal

Multi Currency

Donation

Customer Onboarding

Account Management

SaaS Simple Access

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Seamless Customer Experience Solutions

We thrive in the challenge of connecting people

Emerico has received accolades and certifications across the globe, with thanks going to our partner customers in helping to achieve these recognitions.

Some of our Awards

THE BIZZ
"World's Inspirational Company" Award

BID World Quality Commitment Award

Europe Business Assembly (EBA)
Best Enterprises Award

ESQR European Award
for Best Practices Award

Core certifications

PA-DSS Validated v3.2
(17-02.01133.001)

Certificate Number : MY17/02512

UKAS ISO 9001 2015
(MY 17/02512)

Emerico holds intellectual property patents across the globe, in reference to our extensive R&D resource and industry knowledge.

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Seamless Customer Experience Solutions

emerico's connected world of happy customers

explore emerico.biz/**solutions**

Replacing business barriers with connectivity bridges

Global

Presence

North America

177 Park Ave, Suite 200, San Jose,
California, 95113, USA

Philippines

Unit 602, Prestige Tower Condominium, Emerald
Avenue, Ortigas Center, Pasig City, Philippines

United Arab Emirates

World Center, Dubai World Central,
P.O. Box: 390667, Dubai, UAE

United Arab Emirates

Sharjah Media City, Shajah, UAE

Malaysia

B-21-2, Block B, 2nd Floor, Jaya One, No.72A, Jalan
Universiti, 46200, Petaling Jaya, Selangor, Malaysia

Malaysia

B-27-7, Block B, 7th Floor, Jaya One, No.72A, Jalan
Universiti, 46200, Petaling Jaya, Selangor, Malaysia

Malaysia

C-39-6-, Block C, 6th Floor, Jaya One, No.72A, Jalan
Universiti, 46200, Petaling Jaya, Selangor, Malaysia

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