Redefine customer experience with Cash Automation and Recycling Technology

For the general populace, the ATM serves as an important touch point that facilitates easy access to basic banking services. It offers any time access to cash and also offers facilities such as checking of account balance, pin change and bill payments.

With innovation in technology, the ATM industry is moving towards Cash Automation and Recycling that enables recycling of deposited cash for subsequent withdrawals, improving levels of convenience and service for customers while serving multiple needs of financial institutions.

Automating cash deposits with the help of innovative ATM technology enables financial institutions to offer customers a range of benefits elevating customer experience to a whole new level.

- Deposit of cash to self or third-party beneficiary account
- 24x7 service - access cash deposit services after business hours
- Online credit to account
- Counterfeit note detection and a security conscious design enhances safety
- Card and Card-less deposit transaction options
- Card and PIN based withdrawal

Along with cash deposit, the Cash Recycling Machine (CRM) offers a variety of transactions such as cash withdrawal, pin change, balance enquiry, mini statement and bill payments among others. Advanced CRMs can also offer features such as Aadhaar enabled biometric authentication and soft-keyboard for data entry of UPI transactions.

With Cash Automation and Recycling Technology, financial institutions can offer its customers a host of facilities, enhancing customer experience while driving customer retention and building brand trust.

Hitachi, the global leader in cash automation and recycling technology has been revolutionising the cash management process for financial institutions and Hitachi Payment Services with its in-depth know-how and expertise in managing ATM channels is enabling financial institutions to drive operational efficiency, reduce costs and enhance customer convenience by deploying and managing CRMs.