



## **Case Studies – Self Service Networks**

### ***Unstaffed Branch Office***

#### **The Customer**

Loans Cafe, Perth

#### **The Need**

To expose financial institutions websites to visitors of the Loans Cafe, a financial services provider.

Offer city employees without internet access at work a utility to bank online with just about any financial institution in Australia, for free.

#### **The Solution**

pieNETWORKS provided a turnkey solution including:

- Online banking terminal design, including external Laser printer support
- Project management for the terminals' installation and commissioning
- Testing a plethora of Australian financial institution's websites on the kiosk infrastructure
- Full network monitoring and support
- On site staff training

#### **Results**

pieNETWORKS installed online banking terminals to both Loans Cafe locations in Perth, Western Australia.

The terminals offer high speed online access to most banks, credit unions and building societies, enabling a one-stop, multiple financial institution unstaffed branch within the Loans Cafe environment.

#### **Client Feedback**

The Loans Cafe pride themselves in achieving 'Australian Firsts' within the financial industry, and the terminals were well received by staff and visitors, as indicated in the attached media release.



## INTERNET BANKING TAKES A MAJOR LEAP FORWARD IN WESTERN AUSTRALIA

Perth residents will now be able to do their internet banking in the comfort of a café lounge thanks to a new initiative launched today by The Loans Café and BankWest.

BankWest recognizes that customers need easy access to the Bank's services, and has teamed up with The Loans Café to introduce web terminals into their Perth and Fremantle locations. Customers can now use these terminals free of charge to log onto BankWest's website [www.bankwest.com.au](http://www.bankwest.com.au) to conduct internet banking within the comfort of The Loans Café. The terminals can also access a host of other lenders which include the major banks, building societies, credit unions and non-bank lenders.

Anne-Marie Syme, Managing Director of The Loans Café said that this initiative was a first in Western Australia.

"The initiative is a perfect match between The Loans Café and BankWest. We launched this initiative to celebrate the 4<sup>th</sup> year of business for The Loans Café which is a working café and also provides home loan services in Western Australia.

"Over the past four years, The Loans Café has not only served thousands of cups of coffee, it has also organised as many loans for clients.

"When we opened our doors in 2000, The Loans Café broke new ground in the home loan market in Western Australia and it is appropriate that we are celebrating our fourth birthday with this ground breaking initiative.

"To date, web terminals have been restricted to the branch offices of banks and some retail outlets such as petrol stations in Western Australia. Retail web terminals are coin operated, but ours are completely free of charge. Current interest rates and other product information can also be obtained and printed free of charge.

"This is the first time that web terminals of this kind will be available in a working café in the Perth metropolitan area. It is a perfect location for web terminals to be located because people have time to relax and enjoy a coffee and snack and at the same time check their financial details on the web.

"In the United States, the use of web terminals is now becoming more extensive in the wider community and we believe that this new initiative involving The Loans Café and BankWest will act as a catalyst for the replication of a similar trend in Western Australia.

"Since the web terminals were installed in the two Loans Café offices, they have had extensive use by visitors and we believe this augurs well for the wider adoption of bank web terminals especially in recreational style facilities," she said.

ENDS

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