

Sparda-Bank Südwest celebrates its 111th KEBA cash recycler

In only two years, the Sparda-Bank Südwest has purchased 111 KEBA cash recyclers. Reason enough for a celebration and the presence of Hans-Jürgen Lüchtenborg (Chairman Sparda-Bank), Gerhard Luftensteiner (CEO KEBA), Benjamin Leicht (Senior IT manager, Sparda-Bank Südwest) and Walter Kuhn (Sales KEBA Germany) at the Emmeransstrasse branch for the installation of the 111th machine.

New branch concept with self-service cash recycling

For KEBA, the teamwork with the German Sparda banks began more than ten years ago and in 2012, Sparda-Datenverarbeitung eG, (SDV for short) approved the company's self-service cash recyclers.

The Sparda-Bank Südwest opted for KEBA cash recyclers immediately after this approval was granted. The background to this decision was a new branch concept that foresaw the removal of all teller counters. Accordingly, the transactions previously dealt with at the counters were transferred systematically to KEBA's self-service machines.

Above all, this switch to counter-free branches with self-service cash recyclers serves the expansion of customer services, as bank staff have more time for consultations and can thus look after their clients in optimum fashion.

Gerhard Luftensteiner, the KEBA CEO: *"With its strategic reorientation of branch concepts, the Sparda-Bank Südwest has adopted a forward-looking approach. The fact that this is being supported by our reliable self-service devices with their advanced technology is for us especially pleasing."*

The logo for KEBA, featuring the letters 'KEBA' in a bold, sans-serif font. The 'K' and 'A' are green, while the 'E' and 'B' are grey. A registered trademark symbol (®) is located at the top right of the 'A'.

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With full cover to success

In just two years, the Sparda-Bank Südwest has already installed 111 KEBA cash recyclers in its roughly 80 branches and self-service areas. As a result, full coverage has been achieved, which according to Benjamin Leicht (Senior IT manager of the Sparda-Bank) is one of the main reasons that this technology has been so well received. *“Our clients know the system and don’t need to adjust when they visit another branch. In addition, our employees can provide each other with mutual assistance, as the equipment is identical in all the branches.”*

Proven in practice

Since its launch the new equipment has proved equally convincing for customers and employees alike, and both groups have accepted the new systems for deposits and withdrawals.

Benjamin Leicht: *“We opted for KEBA systems as they proved their practical excellence during a pilot scheme. We have also been impressed by the performance of the KEBA equipment and its high availability levels have had a direct influence upon customer acceptance.”*

Furthermore, the closed cash cycle provides positive support during the efficient solution and optimization of counter area requirements such as the “counter” accident prevention regulations and the 4-eye principle.

Mainz, the home of song and laughter

The choice of the installation of the 111th cash recycler as the raison d’être for the visit of the KEBA managers to the Rhine-Main region was no accident and the carnival traditions of the area did not fail to extend to the cash recyclers from Austria.

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Sparda-Bank Südwest eG

Sparda-Bank Südwest is a cooperative bank with some 500,000 retail customers in the Rhineland-Pfalz and Saarland business region. With 44 branches, 42 self-service centers, three self-service consulting centers and a comprehensive online range, it represents both a branch and a direct banking institute. Sparda Bank customers are also members of the cooperative and thus its joint owners. They are therefore empowered to participate in decisions regarding the bank's future. Since its foundation, the Sparda-Bank Südwest has administered the giro accounts of its members free of charge. In addition, the bank supports the values of its owners and has the furtherance of children, young people and family as the focal point of its social activities (as of 10 March 2014).

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From left to right: Hans-Jürgen Luchtenborg (Chairman Sparda-Bank), Gerhard Luftensteiner (CEO KEBA), Gerlinde Klaeden (IT Department Sparda-Bank), Benjamin Leicht (Senior IT Manager Sparda-Bank), Marco Hassemer (Head of Branch Banking Mainz) und Walter Kuhn (Sales KEBA Germany) at the installation of the 111th cash recycling ATM at the Sparda-Bank Südwest in Mainz



Gerhard Luftensteiner (KEBA) and Hans-Jürgen Luchtenborg (Sparda-Bank Südwest) with the cake on the occasion of the 111th cash recycling ATM

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