

## Case Study



### UniCredit Bank (PJSC UkrSotsbank)

## Integrated Currency Manager™ from Fiserv Helps Major Ukrainian Bank Service Its Diverse ATM Network and Optimize Cash-Related Expenses While Keeping Up With Increasing Cash Demand From Customers

Ranked as a top-six Ukrainian institution, UniCredit Bank was formed in December 2013 through the integration of two Ukrainian assets of UniCredit Group. UniCredit is renowned for its extensive range of modern banking services and exemplary customer service delivered at branches all over Ukraine. When the bank needed to optimize its cash management process due to the expansion of its ATM network, it contacted Fiserv.



UniCredit Bank is a trusted Ukrainian institution with a growing portfolio of personal, small business and commercial customers. The bank is expanding its self-service strategy and developing its ATM network to keep up with customer demand, while at the same time seeking to ensure network profitability. This drove the bank to search for a centralized cash management solution with the flexibility, forecasting accuracy and cost efficiency to help it efficiently manage the network. After testing and assessing several cash management solutions, UniCredit chose to implement Integrated Currency Manager.

### The Right Solution

“We were in need of a sophisticated tool that would allow us to optimize ATM cash management,” said Valeriy Lapin, who manages ATM and self-service activities for UniCredit. “We were experiencing highly volatile cash-out volumes in several ATMs, and the rising cost of funding only made it more challenging.”

Further, the bank was supporting a vast geography for the ATM network, leading to complicated cash delivery routes. To use the delivery resources reasonably, UniCredit introduced multiple limitations on service days, directions and number of cash points serviced per day, making unscheduled trips highly disruptive.



### Client Profile

Rated No. 6 among Ukraine’s top 100 banks, UniCredit Bank has an ever-expanding self-service network throughout the Ukrainian financial market.

- 287 retail branches throughout Ukraine
- 900+ ATMs
- Asset size: 51.23 billion UAH (\$1.9 billion in U.S. dollars)

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"Ensuring high network availability is vital for UniCredit and its customers," Lapin said. "But we also needed to minimize cash-related expenses—the sum of funding and delivery costs—in order to remain financially responsible. With Integrated Currency Manager, we've found the right solution to achieve that balance."  
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**Valeriy Lapin**  
ATM and Self-Service  
Manager, UniCredit Bank  
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## Implementation Goals

Integrated Currency Manager enabled UniCredit to reach many of its implementation goals. The bank now has a centralized currency management process that services its ATM devices across the whole country. ATM cash balances and operating expenses have been lowered despite increased cash-out volumes, while high network availability is still maintained for customers. Integrated Currency Manager has also helped the bank keep delivery routes in order, and has recommended options for route improvement.

"We started off with just 20 ATMs, and soon we had all of the centralized units (about two-thirds of the total network) working with this tool," Lapin said. "Now we feel like we are ready to entrust Integrated Currency Manager with the locally managed part of the network as well."

## Numbers Speak Volumes

The savings created by Integrated Currency Manager enabled UniCredit to cover the implementation costs in just eight months. Other results achieved from implementing the solution include:

- Average ATM cash balances dropped by 6 percent, while cash-out amounts increased by 15 percent
- Total cash-related costs (funding and delivery) dropped by 6 percent
- Total cash-related costs per one dollar of cash-out dropped by 18 percent

## Challenge

One of Ukraine's top banks needed to centralize its cash management process to help manage its diverse ATM network. UniCredit had to find an efficient way to manage ATM replenishment schedules and balance cash levels to meet customer demand without creating excess cash overages. With growing and highly volatile cash-out volumes, the challenge was only increasing.

## Solution

UniCredit Bank implemented Integrated Currency Manager from Fiserv to help it create a true, centralized currency management process across the organisation. The tool helped the bank optimize costs while still maintaining high ATM network availability.

## Proof Points

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## The Fiserv Advantage

Integrated Currency Manager provides robust web-based currency forecasting that addresses supplying, managing and transporting currency across multiple cash points and locations.

Using advanced forecasting algorithms, the solution automates the forecasting needs of ATMS, branches, vaults and self-service devices, including in-branch currency dispensing units and recycling machines.

The global, enterprisewide solution manages hundreds of thousands of cash points and helps organizations optimize cash levels, streamline cash operations and reduce the costs of supplying cash to customers.

## Connect With Us

To learn more about Integrated Currency Manager, call 800-872-7882, email [replyCash@fiserv.com](mailto:replyCash@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).



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