



News Release/For Immediate Release

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Contact: Rick Poulton
(925) 921-1266
rick.poulton@betterbranches.com

***Teller Management and Staff Scheduler Modules for Better Lobby Announced
by Better Branches Technology***

New additions capture teller visit frequency and duration in real-time and help control staffing costs.

SAN FRANCISCO, CA – March 14, 2013 – Better Branches Technology, a provider of innovative, affordable software solutions that help financial institutions deliver high service levels, announced two new improvements to their industry leading Better Lobby solution: *Better Lobby/Teller and Staff Scheduler*. These new Better Lobby modules will help financial institutions improve customer service quality, optimizing branch performance, and controlling expenses.

As more and more consumers turn to the convenience of mobile banking, many financial institutions are experiencing declining branch traffic, yet they are still faced with fixed branch operational costs. These easy to use and affordable modules provide operations staff with the tools they need to efficiently manage all of their branch personnel and proactively reduce teller staffing costs.

Better Lobby/Teller takes a unique approach to managing branch visitors – it measures each and every visit in real time, not just transactions like other teller management systems. The robust Teller Visit Recorder provides granular tracking, including reports on Teller Average Visit Duration, Back-to-Back Teller Visits, Branch Visit Volume, and Branch Teller Utilization. It also provides an important real time measure of “teller busyness” at each branch - it is believed that no other system on the market captures teller visit frequency and duration in real time like *Better Lobby/Teller*.

While spreadsheets have their place in many financial institutions branches, dedicated scheduling solutions are now making spreadsheets look cumbersome and time consuming by comparison. Financial institutions that previously rejected teller scheduling packages as rigid and expensive now have a flexible and modest-cost alternative with *Staff Scheduler*. Other candidates for deploying *Staff Scheduler* include financial institutions that need assistance with branch management due to declining branch visits as consumers progressively utilize electronic banking channels.

Rick Poulton, President of Better Branches, states that “during the design and development of these modules we appreciated the opportunity to closely partner with a large and progressive 200,000 member credit union. The new Better Lobby modules have met or exceeded expectations, which included replacing the existing workforce management system that had been used for a number of years.” He adds that “initial reaction by staff is very positive and staff really like the streamlined and intuitive interface.”

About Better Branches Technology

Since its founding in 2003 Better Branches’ software solutions have expanded to include: Better Lobby, Basic Contact Manager, Offers, Better WorkGroups Automated Workflow and Indirect Lending Cross-selling. These solutions are flexible enough to support financial institutions with 10,000 to 500,000 clients.

For more information, contact Rick Poulton at (925) 261-1266 or email

rick.poulton@betterbranches.com. You may also learn more about Better Branches LLC by visiting www.betterbranches.com.

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