

MINSAIT HELPS BANK BRANCHES TO REACTIVATE THEIR ACTIVITIES WHILE MINIMIZING RISKS

- **Thanks to the alliance forged with Beabloo, Minsait is providing financial institutions with technology based on artificial intelligence and morphological and biometric analysis to avoid exceeding the established capacity and detect non-compliance with social distancing and high-risk areas**
- **Through its own technology and technology from specialized partners, it has developed a new generation of branches that combine the physical and virtual worlds under the concept of "opti-channel", that is, the use of the optimal channel at the right time**

Madrid, May 28, 2020.- Minsait, an Indra company, has incorporated artificial intelligence into its post-COVID-19 bank branch model to analyze the behavior of clients in the physical space in real time and reinforce security measures linked to social distancing, physical temperature, use of masks and flow of people.

Thanks to an agreement signed with Beabloo, a company that specializes in Digital Signage, Analytics and Artificial Intelligence, Minsait strengthens its range of products and services to help financial entities restart their activities and detect and reduce the risks of outbreaks, protecting the customer experience during their visit to the branch.

Beabloo's technology will be integrated into the Next Gen Branches ecosystem of solutions, the new generation of bank branches of the Indra subsidiary that merges physical and digital channels to turn a transactional visit to a bank office into a valuable visit, safely providing each customer with the services they need at all times.

From this moment on, Minsait offers financial institutions a complete proposal that combines their contactless ATM solutions with mobility, digital registration, appointments and specific journey management for each customer with state-of-the-art technology for intelligent control of the access, interaction and distribution of people in physical spaces.

Indra's subsidiary thus enables branches to detect and analyze all interactions related to customer behavior in real time, both outside and inside the office, thanks to the combination of artificial intelligence, analytics and digital signage, always following the privacy standards. In addition to the parameters related to COVID-19, quality information about the nature and behavior of customers at the branch may be obtained through the use of video and Wi-Fi analytics technologies.

Some of the most important measures are the issuing of notices on digital signs when social distancing is not being respected, giving recommendations for interaction areas or scheduling of appointments dynamically, in the event that the capacity is exceeded or a customer requires special assistance. In addition, customers will be able to interact with both physical agents and self-service devices if they prefer to avoid human contact.

This is the case of TAPP, the solution that integrates Minsait's mobile banking and self-service channels to facilitate cash withdrawals in just five seconds without touching the ATM; and digital registration by video identification, which facilitates access to the products and services of financial institutions quickly, safely and easily from any device connected to the Internet, through a selfie.

Minsait's Next Gen Branches represent a comprehensive vision of the process of merging physical and digital channels through the creation of an ecosystem that covers all phases of service around three main stages of the customer journey: Active, which includes biometric recognition and identification solutions; Connect, which

facilitates operations with different devices and levels of assistance; and, lastly, Accelerate, which enables the development and implementation of new solutions and emerging technologies.

About Minsait

Minsait, an Indra company (www.minsait.com), is a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America. Minsait possesses a high degree of specialization and knowledge of the sector, which it backs up with its high capability to integrate the core world with the digital world, its leadership in innovation and digital transformation, and its flexibility. Thus, it focuses its offering on high-impact value propositions, based on end-to-end solutions, with a remarkable degree of segmentation, which enables it to achieve tangible impacts for its customers in each industry with a transformational focus. Its capabilities and leadership are demonstrated in its product range, under the brand Onesait, and its across-the-board range of services.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defence markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value focus and with a high innovation component. In the 2019 financial year, Indra achieved revenue of €3.204 billion, with more than 49,000 employees, a local presence in 46 countries and business operations in over 140 countries.

