

Self Service



Teller



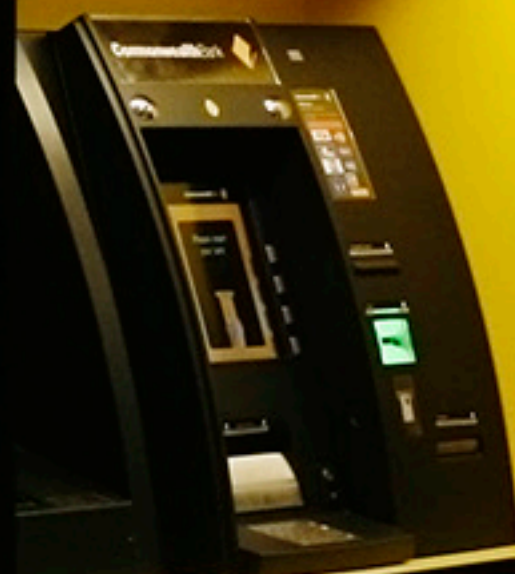
Welcome
to Hornsby Branch

Self Service



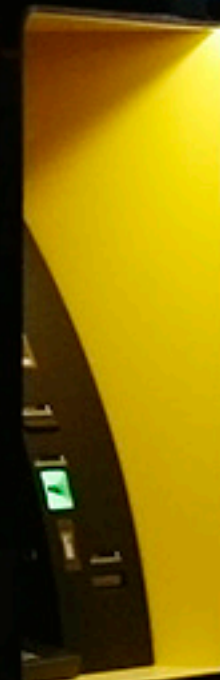
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27.02.2013

The Future of Retail Banking



Blue Sky has been commissioned by the Commonwealth Bank of Australia to design the future of retail banking, with a focus on delivering a next generation branch that improves the customer experience, reinforces the CBA brand promise and attracts new customers to the bank.

Like

The branch designs created by Blue Sky are open, inviting banking environments that are flexible, modular and space efficient. They seamlessly integrate banking technology hardware into an innovative 'Ribbon' design element to create a friendly and intuitive look and feel. Semi private zones are created through cantilevered elements and alcove spaces. Casual lounge and bench seating are combined to create open, friendly functional work spaces.



Each transaction zone has the functionality to achieve all banking tasks, including teller transactions, intelligent deposit and coin deposit, allowing customers to perform all their banking tasks in one place, at their own pace, 24 hours a day. CBA concierges move freely around the branch offering guidance and banking advice as required.



The first next generation branch has just opened in Hornsby Westfield Shopping Mall and additional branches will be opening across Australia over the coming year.

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