

Bank of New Zealand

Moves from 5th to 2nd in Small Business Lending

“We doubled the number of small business customers we have ... staff productivity among small business bankers has improved eleven-fold. Return on investment for the bank's small business line is 22%.”

Harry Ferreira
Head of Small Business Banking, BNZ



Challenge	Solution	Results
<ul style="list-style-type: none"> ▪ Low customer satisfaction ▪ Productivity was low ▪ The bank's small business market share was 15% 	<ul style="list-style-type: none"> ▪ Deploy customer-facing Cisco® Remote Expert ▪ Enable small business lending experts in branch by accessing from central pool ▪ Provide small business customers with better advice 	<ul style="list-style-type: none"> ▪ 22% increase in customer satisfaction ▪ Market share growth from 15% to just under 24% ▪ Moved from being fifth (and last) in small banking to second bank in country