Professional Services

Your financial institution faces increasing challenges as the industry consolidates and consumer preferences change. Providing excellent customer or member experiences across all channels is essential to maintain competitiveness and achieve growth and profitability goals.

However, managing the technologies and devices that support branch retail and commercial services requires time and expertise that your internal support teams may not have. Additionally, with today's labor shortages, staffing to meet these needs is both difficult and expensive.
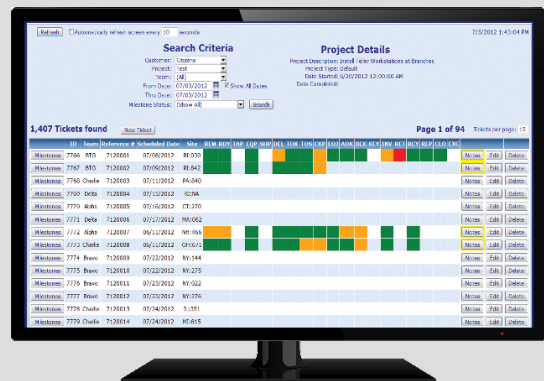
Turnkey Professional Services On-Demand

At Avivatech, we offer a comprehensive portfolio of professional services that augment the capabilities and reach of your internal support departments. By employing this set of services, your organization can become more agile while keeping valuable internal resources focused on core competencies and strategic priorities.

Acquisition and Conversion Services

Our project management professionals help manage the technical complexities resulting from a merger, acquisition, or new platform implementation, migrating customers or members to new systems and supporting them in their new environments.

Branch Technology Services

We make sure that your chosen branch configuration delivers a satisfying customer or member experience. We offer project management and many other services and resources you need for a successful teller cash recycler implementation, desktop workstation refresh, wireless tablet deployment, network upgrade—and more. For every project, we provide a detailed plan and a real-time executive dashboard application that gives you complete visibility to track the progress of each installation.

Help Desk Services

Let our help desk representatives manage all of the details for your remote deposit capture (RDC) program: from providing troubleshooting support, solving browser compatibility issues, and managing outages to assistance with upgrading devices or converting customers to new platforms. Additionally, you have the option of purchasing these services via call blocks, providing a more predictable technology spend.

Remote Deposit Capture Services

Our professional services team will seamlessly provide end-to-end oversight of any RDC program, taking care of everything from device fulfillment at business clients' sites, software installations, and upgrades to project management, repairs, and training. As a result, you can reduce or eliminate overhead expenses from existing, acquired, or planned RDC programs.

Software Installation Services

With our nationwide network of highly trained IT consultants, we can quickly deploy software on premises at any of your branch locations. We also offer remote software installation, a more convenient and economical method for software deployments of all types.

Accelerate Branch Transformation

No matter your level of need, Avivatech professional services can work with your financial institution to provide the right resources at the right time — a crucial advantage for achieving success. **Contact your account representative to learn more or email us at** info@avivatech.com.

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