

TOUCAN TOCO

Leading the digital transformation of banking branches

DIGITAL DASHBOARD

OBJECTIVES

- Support digital processes
- Target : Branch directors and banking advisors
- The app aggregates the KPIs required to manage the bank's multi-channel activity.

KEY RESULTS

- 90% of weekly engagement rate with the dashboard
- From 5 excel files to 1 Toucan dashboard
- Visibility onto the progress of digital activities and the improvement of branch performance



CHALLENGE Facilitate the effective change management and support managers in the transition from traditional to multichannel branches

SOLUTION Deliver a single management tool that combines ergonomics, design and usability

- Banking advisors can manage their operations and are aware of their performance
- Toucan is a reference during team meeting to discuss the marketing performance of the bank's branches

RESULTS An overall view of the staff's multichannel uses



“ The Toucan Toco app is central to driving and supporting branches. ”

CRÉDIT AGRICOLE CENTRE LOIRE - Fanny Sourdou, Head of Multi-Channel Activities

PROJECT SUCCESS TEAM AT TOUCAN TOCO



Émilie
Business Developer



Aurélie
Client Success Manager



Jeanne
Client Success Manager

