Who are we?

Self-service since the '90s

We love challenges, and especially those that require an India specific solution. Automated Teller Machine adoption exploded in the early '90s. Banks in India wanted these to attract customers. The only problem – most branches were not networked. Some did not even have a central core banking system. Aplab to the rescue – Aplab designed and deployed India's first indigenous stored-value smartcard-based ATM.

We even made the first smartcard telephone calling card for MTNL!

Aplab designed petrol dispensers with built-in encryption that blocked pilferage for Indian Oil.

Aplab has built cheque deposit machines with branch level makerchecker software for public sector banks and award-winning self-service passbook printing kiosks for Indian banks.

We also build non-stop performance power systems for the Army, Navy, Air Force, Oil & Gas, and other critical process industries.

Make
it look
easy.

Aplab

How do we make it look easy?

S.T.O.P Principles.

When the challenge looks insurmountable, Aplab uses S.T.O.P principles. We need to Stop – step back a bit. Think – Decide on what needs to be done and what our common goals are. Observe – what's going on right now? And finally, Plan – a plan that achieves our Think goals!

IntelliPrint AI+ is designed with these main goals:

✓   High Functionality – Increased Availability and Reduced Queues.

✓   Reduce Outgo – Cut non-revenue generating expenses.

✓   World class customer satisfaction – Minimize end user friction.

Identify Problem Targets

Aplab analyzed more than 5 years of data of end-user complaints, bank feedback and interviews, etc. We categorized our results in 5 major problem target areas:

- Unclear Printing — 37
- Replace Passbook — 32
- New Passbook — 18
- Overwritten pages — 13
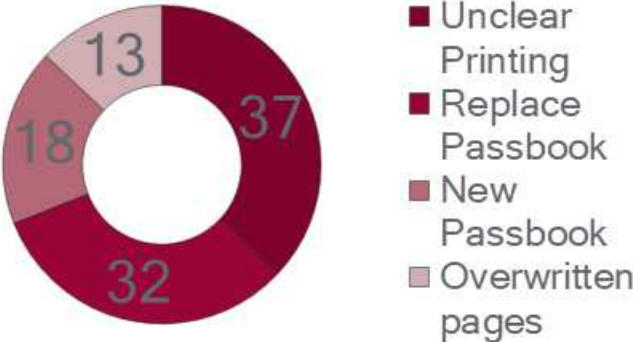
AI to the Rescue!

Our software team built several AI models that support four different software and hardware sensors. Each AI model is capable of self-learning from new field data. Over time the sensors adapt as field input stream data changes – user interaction, operation glitches, etc.

Intelligent Page Sensor

This AI model accurately discerns between partially, fully printed, and blank pages and allows printing on the correct page every time. This ensures error free printing every time. A customer flips to a blank page and inserts the passbook; the sensor automatically prompts the user for the correct page to be inserted, before proceeding further.

Ink Level Sensor

The ink level sensor proactively monitors ink levels and sends smart alerts for minimal downtime.

The highly adaptable smart ink sensor accurately detects ink levels of even partially used cartridges. So, if you were to change an ink cartridge with one that was not stored correctly or one that is partially used, the ink level sensor automatically detects this.

Smart Personalization Sensor

Currently a bank teller, using a desktop printer, is required to print personal account details on the front page. This AI model identifies the correct page for personalization and saves the bank time, effort, and additional hardware.
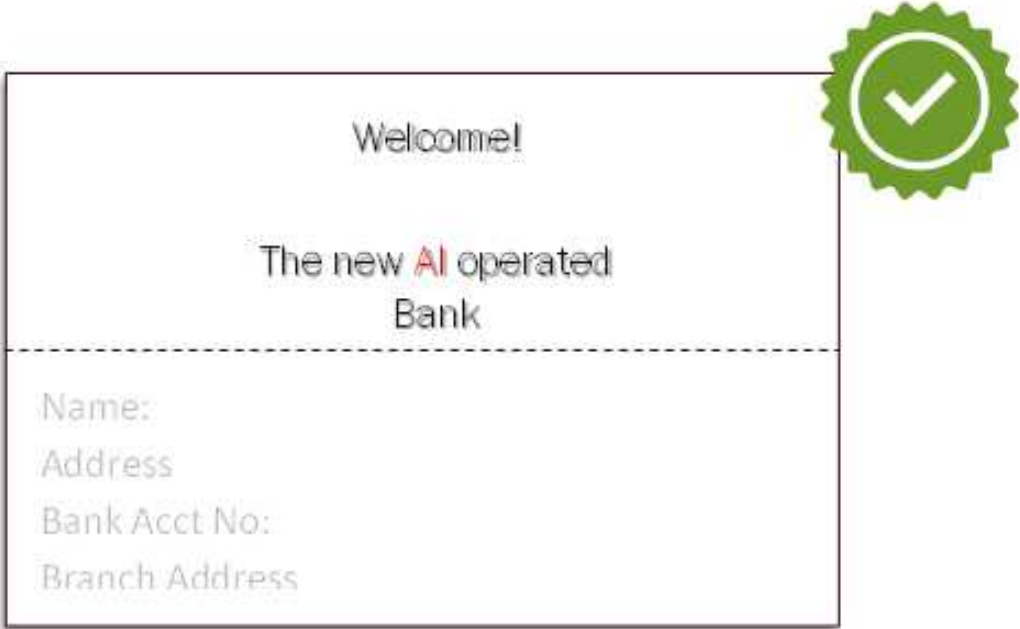
IntelliPrint AI+

The features above will help meet our first two goals. But what about, "World class customer satisfaction"? What is required to "Minimize Customer Friction"?

What is Customer Friction?

"Customer friction is anything that causes your customer to hesitate as they move through (or completely leave) your conversion funnel or your company. Whether you're B2C or B2B, selling a product or a service, creating a frictionless experience for your customer is essential to longevity, increasing conversions, and building brand loyalty."

Our analysis has consistently shown that acquiring new, duplicate and reprint passbooks is a significant cause of customer friction.
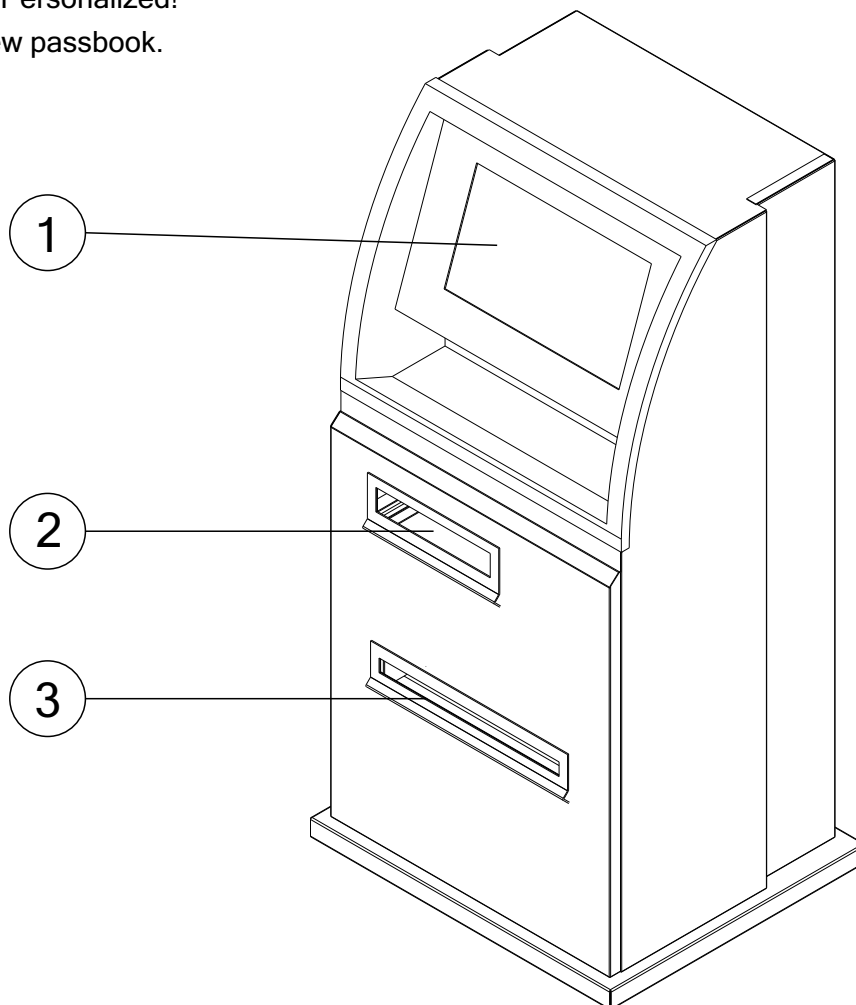
30 years of Industry experience in One terminal

Introducing **IntelliPrint AI+** (Smart Dispenser)

This innovative dispenser takes "frictionless service" to a whole new level. No more manual handling. Currently, to acquire a new passbook, or a replacement passbook when one is completely printed, the customer has to approach the branch teller. This activity consumes an inordinate amount of the branch teller's time. The IntelliPrint AI+ dispenses a new passbook directly from the kiosk terminal!

How will this work?

During an ongoing printing transaction, if the terminal detects that the passbook is completely printed, it asks the customer if they need a new passbook and the charges associated, if any. Once the customer confirms and accepts the charges using the touchscreen, the machine will dispense a passbook and ask the user to collect the passbook and insert it into the printer. The machine will deactivate the old passbook and activate the new passbook including personalization. That's it – ZERO manual intervention!

1. Request passbook.
2. Get it Auto Personalized!
3. Receive new passbook.

Aplab

From
cost
to
₹evenue