FAQs

The following is a list of frequently asked questions to help understand the benefits of BranchWare versus a Direct Integration.

Q: What features are available in BranchWare that are not available in a direct integration?

A: The most common ones typically relate to the advanced device features, such as self-audit. Also, the holdup feature is often omitted from direct integrations. Of course, we can't speak to each direct integration so it's best to determine which features are important to the customer and make sure those features are supported.

Q: How does support work for both products?

A: For direct integrations, Level 1 support would be the teller application provider and Level 2 would be the supplier of the direct integration, such as Compuflex. For BranchWare, Level 1 support would be the dealer and Level 2 would be Compuflex.

Q: Can I use BranchWare for all my existing cash devices? What about with a direct integration?

A: BranchWare supports all major cash devices in the market today. Direct integrations vary.

Q: If I change my core, will BranchWare still work?

A: Yes. BranchWare's screen mapping tools will work with any Windows-based teller application.

Q: Who is the primary seller of BranchWare? Who is the primary seller of the direct integration?

A: BranchWare is sold through the dealer. The teller software provider sells the direct integration.

Q: My customer doesn't want to maintain separate users for both the teller application and BranchWare. Is there a way around this?

A: Yes. BranchWare supports Microsoft Active Directory which bypasses the need for a separate user database.

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