



CASHTECH

CURRENCY PRODUCTS



**A BETTER BANK SERVICE
SOLUTION: BEST-IN-CLASS
SERVICE DELIVERY**

“CashTech/Qwinstar handles the entire process for you, from hardware acquisition and warehousing to training and repair.”



A BETTER BANK SERVICE SOLUTION: BEST-IN-CLASS SERVICE DELIVERY

Retail bank branch operating expenses account for approximately **one third of bank-related costs**. Further, with the digitization of the financing industry proceeding quickly, bank transaction volumes are rapidly declining.

Bank CFOs and COOs are under overwhelming pressure to cut operating costs while simultaneously maintaining and nurturing consumer relationships and delivering an excellent customer experience.

In the age of the empowered consumer, your customers have come to expect personalized service and convenience. Financial institutions are tasked with meeting their customers' evolving needs. At the same time, they must streamline operations and drive efficiency in their bank branches.

In this quickly evolving and competitive environment, bank CFOs and COOs should embrace opportunities to reduce costs and **enhance the customer experience**. If you are sustaining your investment in branches, a holistic, end-to-end suite of hardware, systems, and service solutions should be considered. All-branch service is the better bank service solution that offers best-in-class service delivery for all your bank peripheral needs.

WHAT IS ALL-BRANCH SERVICE?

All-branch service is the first-of-its-kind managed services, fulfillment, break-fix service, and asset management solution that helps banks reduce costs across their branch network, establish efficient operations, and deliver superior customer service.

This end-to-end solution takes the hassle out of equipping, maintaining, and servicing your bank branch or credit union environment. CashTech/Qwinstar handles the entire process of hardware acquisition, warehousing, installation, training, help desk repair, redeployment, and reporting—a “cradle-to-grave” solution, if you will.

By investing in this service, bank operations groups are able to better use their current inventory of assets while streamlining their processes to get the most out of their workforce and bank branch equipment.

With all-inclusive bank branch support, instead of working with many different vendors, the bank has one point of contact for the majority of branch equipment.

“High device availability is a critical component of a positive customer experience.”



“With a single point of contact, you can be sure your devices are accounted for and are secure at all times.”

WHY DOES YOUR BANK NEED TO INVEST IN ALL-BRANCH SERVICES?

Deliver a Great Customer Experience

Every client who walks in needs a great experience. High device availability is a critical component of a positive customer experience. Your customer service representatives (CSRs) shouldn't have to tell customers their printer or pin pad isn't working. The CSR should not have to turn their back to the client or have the client move to a new desk.

Your CSRs need the best tools available to deliver excellent customer service and satisfaction. You need an accountable vendor and high-performing tools to help them do so. After all, uptime is key to your business requirements. All-branch service ensures your bank branch devices are readily available at all times.

Increased Security

Your customers expect maximum security, and you have stringent [industry security regulations](#) to follow. But what if your pin pad fell into the wrong hands? A high number of vendor touchpoints increases the risk that this type of scenario will occur, and this isn't a risk you want to take. Vendor consolidation for all devices minimizes vendor touchpoints and improves security and accountability. With a single point of contact, you can be sure your devices are accounted for and are secure at all times.

Outsourced Asset Management

Asset management is a time-consuming and complex process in a bank branch environment. CashTech/ Qwinstar will keep your assets and devices running and up to date, regardless of manufacturer. With asset management off your shoulders, you can focus on continuously delighting your customers instead.

Scalability

Whether you need to scale up or scale down, a single point of contact makes it easier to acquire devices from a variety of manufacturers quickly and efficiently, as well as store unused devices for later use.

Device Accountability

You can better protect the integrity, efficacy, storage, and maintenance of peripheral devices with a single point of contact through managed all-branch service.

Devices include:

- Pin pads
- Monitors
- Check scanners
- Thermal receipt printers
- Magnetic card swipes
- Currency counters/discriminators/recyclers
- Check encoders
- Large format displays

Streamlined Processes and Increased Branch Efficiency

Having different types of equipment services by different service providers is an ineffective use of resources. With a single point of contact for all devices, regardless of manufacturer, processes can be streamlined across the network.

Cost Reduction

With the combination of improved security, outsourced asset management, vendor consolidation, and more, all-branch service can dramatically reduce costs across the entire branch network.

Managed all-branch service for bank branch peripherals will enable you to maintain exceptional customer service, maximum speed and efficiency with limited downtime, quick solutions, and 24-hour support.



"CashTech/Qwinstar will help you achieve operational excellence while delivering a superior customer experience."

WHAT'S INCLUDED IN ALL-BRANCH SERVICE?

All-branch service is an end-to-end solution for each touchpoint your branch uses to deliver services to your clients. CashTech/Qwinstar can help you achieve operational excellence while delivering a superior customer experience by offering the following comprehensive services.

Hardware Acquisition

Whether you're seeking to acquire new receipt printers for one branch or a variety of new devices for several different locations, CashTech/Qwinstar will provide sourcing and purchasing support to ensure you acquire the right peripherals for your unique needs.

Warehousing/Storage

All-branch service includes short- and long-term warehousing and storage of bank branch peripherals. The service includes fully managed inventory, storage, and fulfillment to reduce costs and complexity and increase the visibility of your hardware.

Delivery

When purchasing new peripherals or taking them out of storage, CashTech/Qwinstar will manage delivery to ensure your devices arrive safely at their destination.



Implementation and Setup

Effective implementation and setup of bank branch peripherals is critical to ensuring device uptime and availability, as well as increased efficiency. Regardless of manufacturer, CashTech/Qwinstar can ensure new devices are implemented and set up properly, so you can focus on delivering great customer service.



Integration

CashTech technicians are comprehensively trained to integrate a wide variety of vendor hardware.



Reporting

Measurable data enables you to generate comprehensive reports and make more informed decisions. Having a single point of contact for all bank branch peripherals ensures proper processes, procedures, and systems are implemented to ensure high-quality data.



Diagnostics and Troubleshooting

Having a team of certified service technicians at your fingertips—for all your peripheral devices—ensures all issues can be diagnosed and corrected quickly and efficiently for maximum uptime.



Preventative Maintenance

Proper support and maintenance is [vital to the lifecycle of your products](#). You want to ensure your equipment is not only functional but will be high performing for years to come. Devices that are in a constant state of disrepair make for a poor customer experience. On-site maintenance and support not only deliver convenience, but they can also reduce obstruction to your daily operations, offering peace of mind.



Training

There can be a significant learning curve when it comes to implementing new equipment. [Training your customer service representatives](#) to use your new bank branch peripherals will ensure they can deliver client services more effectively, while also enhancing efficiency.



Repair and Replacement Parts

CashTech/Qwinstar has a superior ability to offer servicing and repair for all your devices, as well as offer quality assurance testing when required. Issues will be remediated and parts repaired the first time.



REDUCE COSTS AND STREAMLINE OPERATIONS WHILE DELIVERING EXCELLENT CUSTOMER SERVICE

All-branch service is an end-to-end solution for bank CFOs and COOs who are looking to reduce costs and offer an excellent end-user customer experience across the branch network.

Partnering with CashTech means creating an ongoing relationship that your business will continue to benefit from. CashTech will continue to offer you support beyond the initial first steps. Troubleshooting, advice, maintenance—you will receive end-to-end service to get the most out of your equipment.

ABOUT CASHTECH CURRENCY PRODUCTS, A QWINSTAR COMPANY

CashTech Currency Products, a Qwinstar company, is a market-leading provider of maintenance and technical service solutions for financial institutions, cash processors, cash in transit (CITs), OEMs, resellers, and retailers.

With over 40 years of expertise in cash automation, bank branch solutions, remittance processing equipment, and maintenance services, CashTech Currency Products Inc. is uniquely positioned to support clients across Canada and the United States.

We offer multi-vendor bank branch hardware and end-to-end maintenance, service, and support to banks and financial institutions in 75 metropolitan areas in Canada and the US.

Our technicians are comprehensively trained and qualified to distribute, integrate, and service a wide variety of vendor hardware. Let us manage your bank branch peripheral equipment, so you can get back to your core business.

To learn more, visit:

www.cashtechcurrency.com

1.800.268.5457

info@cashtechcurrency.com

CashTech Mississauga Head Office

1040 Cardiff Boulevard

Mississauga, ON

L5S 1P3

TF: 1-800-268-5457

Ph: 905-696-8102

Fax: 905-696-0733

Email: info@cashtechcurrency.com

3500 Willow Lake Rd, Suite 200

St. Paul, MN 55110

USA

Ph: 1-800-872-9433

