



CASHTECH
CURRENCY PRODUCTS



How a Single Vendor Solution **Streamlines Bank Operations**



With all-branch services, you can streamline your asset management through just one vendor.

Banking has been undergoing a [technological revolution](#). From apps putting the power in the hands of your customers to new technologies behind the teller's desk, [smart new devices](#) are making a world of difference in how the bank branch operates.

Of course, with every new device comes a new set of responsibilities. Bank branch managers like you know how important equipment up-time and good asset management is for your operations. When you're working with many different vendors, though, it can be difficult to get a clear picture of asset management.

Are your peripherals being properly cared for? Do you have enough inventory on hand, and how quickly can you get it serviced if you need a replacement in short order?

These questions cause bank branch managers plenty of concern, but there's a better answer: all-branch services. With all-branch services, you can streamline vendor management, making it easy to keep track of your assets, provide maintenance, and most importantly, keep your equipment operational. With these managed services, a single vendor will assist you with all your procurement, maintenance, and inventory needs.

Your vendor can supply the right hardware for your branch operations, without you needing to contact several different manufacturers and sales representatives. They also offer training, troubleshooting, and more to help you manage operations in your bank branch more efficiently.

Why is an all-branch service solution so effective? There are many different reasons, but these three take the cake.

1. Keeping Your Branch Up and Running

Perhaps the most important benefit of a single vendor solution like all-branch services is that it keeps your branch up and running longer. How so?

Take the vendor sourcing process. With a single vendor solution, you're teaming up with one provider who has access to a wide variety of hardware solutions for your bank. Unlike working directly with a manufacturer, you're not going to be limited to what that one company has on offer.

Instead, your vendor will comb through a [bigger selection of devices](#) to help you make the right choices for your branch. Best of all, you can still streamline your communication through the vendor, even if your devices come from different manufacturers.

Integration and Implementation

You might worry that if you select hardware from several different manufacturers, the devices won't "play nice" together. Integration issues can cause plenty of trouble in a branch environment.



With the right training, your team will be able to make the most of your new hardware.

Luckily, your all-branch service provider is here to help. They know that all your hardware has to integrate together, and they'll work with you to make that happen. The experience and expertise of the vendor's trained technicians allows them to focus on setting up your devices so they're always working properly. In turn, you can get back to delivering better service for your customers.

Your provider should also [offer training programs](#) for your staff. The vendor's expert team will help your tellers and other staff members troubleshoot new devices. With the right training, your team will be able to make more of your new hardware. That translates to more uptime and fewer problems on the branch floor.



Get a better view of your inventory with a single vendor solution.

Preventative Maintenance Programs

Training and proper implementation can solve many of the common problems banks encounter with their peripherals. The devices still need to be maintained properly, and a single vendor solution can help you here too.

Their trained team of technicians will help deliver preventative maintenance to keep all your hardware in better working order. As the old saying goes, an ounce of prevention is worth a pound of cure. The [right maintenance](#) will help you reduce downtime in your branch, as your devices keep working longer.

Of course, there may come a time when a device does need repair. The better vendor management provided by all-branch services will help you here too. Some providers keep their own stock of manufacturer parts, which can help reduce the downtime for any peripheral that needs repair.

2. A Better View of the Big Picture

What else can all-branch services do for you? One of the other advantages is getting [a better picture](#) of the assets you have in your branch.

When you work directly with manufacturers or several vendors, it can be more difficult to keep track of your overall peripheral inventory. You may have several devices with one vendor, and many others with another manufacturer.

Vendor management in this situation becomes more complex. Even simple tasks like figuring out who to call for maintenance can be like finding a needle in a haystack. You may be left scrambling to find back-up devices if one goes down or needs to be sent out.

When you adopt a single vendor solution for managed services, you'll have a better view of your inventory. It's then easier to make sure you have the right equipment on hand whenever you need it. You can also streamline storage, shipping, and even the costs associated with your inventory.

Improving Security with All-Branch Services

Better vendor management also gives you a clearer picture of security. Since your provider handles most maintenance, you know exactly where your devices are going and who will be repairing them. When you're working with peripherals that [collect sensitive information](#), knowing where they are and who is handling them is crucial.



When you need to deliver top-notch service, having the right peripherals is key.

3. Improving Customer Satisfaction

One of the most overlooked advantages of single vendor solutions is how they tie back to your customers' satisfaction. The link between the two isn't always obvious, but the right solution can play a key role.

How? First and foremost, it ensures you have the right equipment on hand when you need it. When you need to [deliver top-shelf service](#), having the right peripherals is key.

The work your provider does to find the right hardware, implement it, and then maintain it also plays into customer satisfaction. When your devices are implemented properly, your customers will have an easier time using them.

An example might be a tablet or monitor, which customers need to interact with to conduct their banking business. If this device isn't integrated properly, it may not work the right way. Glitches, malfunctions, and other problems can cause your customers to leave your branch frustrated and upset.



When your devices are implemented properly, your customers will have a better experience at your branch.

Proper maintenance works in a similar way. Maintaining your hardware the right way keeps everything in good working order. When a customer needs to enter their PIN on a PIN pad, you know the machine will work the way it should. This speeds up the transaction, making it a frictionless interaction for the customer.

Even the devices you supply to your tellers can improve customer service. When tellers don't need to wrestle with the technology behind the desk, they can process transactions smoother and speedier. They can also focus more on [delivering great service to each and every customer](#).

Better customer service means your customers will actually look forward to visiting your branch. It all starts with getting the right managed services from the right provider.

The Right Technology Gives Downstream Benefits

If you're ready to deliver a better experience for your customers, streamline costs, and leave behind frustrating vendor management, it's time to [get in touch](#) with a single vendor solution provider.

From better vendor sourcing to expertise you can rely on, an experienced all-branch service provider will help you discover, implement, and maintain the right solutions.



Get In Touch with the Cash Handling Experts.

CashTech and Qwinstar's 40 years of experience is changing how North America handles cash. Our wide range of sophisticated equipment paired with ongoing expert support allows Canadian and US banks, casinos, and retail businesses to reduce labour costs and increase efficiency related to processing cash, coin, and cheques.

CashTech Currency Products Inc.

1040 Cardiff Boulevard
Mississauga ON, L5S 1P3

Phone: 1-800-268-5457

Email: info@cashtechcurrency.com

3500 Willow Lake Road, Suite 200
St. Paul, MN 55110

Phone: 1-800-872-9433

www.cashtechcurrency.com



Learn More About Our Cash Handling Solutions Online

- [Currency Counters](#)
- [Bank Note Sorters](#)
- [Counterfeit Detectors](#)
- [Cheque Scanners](#)
- [Coin Sorters/Counters](#)
- [Smart Safes](#)
- [Coin and Note Recyclers](#)
- [Cash Handling Supplies](#)

