



Solving the maintenance puzzle.

# Case Study:

\$1.3 Billion Financial Institution  
with 18 Branch Locations



*Equips solves the maintenance puzzle related to duplicate coverage.*

## The Challenge



- Branch Managers and Department Managers were responsible for purchasing maintenance contracts
- Without a central location for all maintenance contracts, multiple contracts were purchased on equipment (money equipment was a major issue)
- CFO was lacking a “window” into all branches or departments to evaluate the true maintenance spend
- Some equipment items were included in two and three maintenance contracts

## The Outcome



- Reduced duplication coverage costs from **13% to 0%**
- CFO and management had a “window” into aggregate maintenance spend to prevent future duplication
- Branch Managers and Department Managers had a tracking mechanism allowing for improved budgeting and forecasting
- Greatly increased control of inventory management and audit
- E-LINK offers all staff the ability to place a service request that can be tracked



CFO realized nearly **\$20,000** of duplicate equipment maintenance cost savings in the first year

## The Solution

- Consolidated multiple contracts into one maintenance agreement with *Equips*
- *Equips* analysis on inventory revealed duplicate coverage on money equipment was a major problem
- CFO was able to run summary reports:
  - by location
  - by equipment class
- *Equips* offers one centralized location for equipment inventory, service, and reporting

## The Foundation

*Equips* offers equipment maintenance management, a service portal and reporting capabilities. It helps C-Level employees focus on the big-picture while offering front-line staff the ability to handle simple service requests. This leads to higher up-time and more efficient use of staff time.



The E-LINK tool is specifically designed to:

- Lower equipment maintenance costs
- Improve related efficiencies
- Identify and eliminate redundancies
- Real-time insight into equipment service events
- Detail historical data for maintenance performed reducing staff time by up to 79%