

CASE STUDY



Poor Vendor Responds Time



THE CHALLENGE

In this age of advanced technology, it's common for service providers to lack the necessary skills to repair technically advanced financial equipment. A \$747.5 million Financial Institution with 23 branches discovered that the technology of its banking equipment was more advanced than the capabilities of its current service providers.

To make matters worse, response time for service calls had increased—causing equipment to be non-functioning for long periods of time. This lack of equipment availability led to customer complaints and decreased branch morale.

The FI's maintenance contract was set to expire, but without a full view of service provider options within its footprint, the FI mistakenly believed its only option was to renew the contract for another 36 months.



THE SOLUTION

The FI reached out to Equips for help. Using our years of industry experience and our established service provider network, we were able to recommend an alternate service provider. The provider offered to expand its capabilities into the FI's territory and assign a dedicated lead technician to support the technically advanced equipment.

With its existing maintenance contract expiration date approaching, Equips advised the FI to request a three-month extension. Equips and the new service provider were then able to implement the solution without immediate pressure and provided significant savings to the FI on its contract costs.



THE RESULT

Equips' experts developed a personalized, creative solution for the FI that was unique to its needs. The FI was able to take advantage of Equips' negotiated service pricing, faster response times, and higher service levels.

Equips and the new service provider worked together to conduct necessary preventative maintain to bring the FI's equipment up to industry standards and provide enhanced network security. The FI is much more satisfied with the services of the new provider, leading to increased branch morale and fewer customer complaints.

Additionally, through Equips.com, the service provider and branch personnel are now able to place and track all service calls in one place. This adjustment improved efficiency without disrupting existing operating procedures at the FI.



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