

DIEBOLD'S 220 EXPRESS CASH DISPENSER BOOSTS BRANCH EFFICIENCY



BLACK HILLS FEDERAL
CREDIT UNION
RAPID CITY,
SOUTH DAKOTA

Diebold's 220 ECD helped Black Hills FCU improve transaction speed, accuracy and security.

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Black Hills Federal Credit Union reported fewer teller errors, faster transactions and increased reliability with Diebold's 220 Express Cash Dispenser (ECD) and reliable service.

Black Hills Federal Credit Union wanted to increase transaction speed and reduce the amount of time tellers spent counting cash. The credit union was already using teller cash dispensers from several different manufacturers in seven of its ten branches but needed to maximize its results.

Three years earlier, Black Hills began replacing its existing equipment with Diebold 220 Express Cash Dispensers and immediately saw some promising changes. The Diebold units were faster, more accurate and more reliable than their other teller cash dispensers, and Black Hills was impressed by Diebold's responsive service. Ultimately, Black Hills relied on Diebold's proven teller automation experience and its longstanding relationship with the company to achieve its goals. Diebold helped the credit union streamline its transactions by integrating four 220 ECD's in high-volume branches.



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— Jana Plooster, Regional Member Service Manager for Black Hills.

Three Diebold 220 Express Cash Dispensers replaced existing machines in the downtown Rapid City branch while a fourth was installed in its Spearfish, South Dakota branch. Both branches saw operational efficiencies and improvements soon after implementing the new equipment. Staff at Black Hills reported fewer teller errors, faster transactions and increased reliability with the Diebold units. The new equipment also improved the credit union’s balancing and auditing processes. “We were able to increase teller efficiency and reduce downtime right away with the 220 ECD’s,” said Jana Plooster, Regional Member Service Manager for Black Hills. “They definitely helped us provide a better member experience.”

The Diebold units also provided a significant security advantage for Black Hills. The credit union’s previous teller cash dispenser could not be used as an overnight safe, so branch personnel had to remove the money at close of business every day. With the largest cash capacity in the industry, Diebold’s 220 ECD enables tellers to keep less cash on hand giving Black Hills greater control over its cash flow and security within the branch. The ability to keep cash stored overnight within the 220 ECD was a significant advantage and helped to mitigate any potential risk. The 220 ECD holds up to 100 multi-denominational notes dispenses quickly and accurately through its advanced function dispenser — the same technology used in Diebold’s Opteva® family

of ATMs. It fits easily under the credit union’s branch counters with minimal modifications. With the competitive product, tellers had to slide the units in and out with every use, damaging cords and occasionally cutting off communication.

Operating the units has been easy for the tellers of the Black Hills Federal Credit Union. Diebold’s 220 ECD guides users through the transaction using an interactive 3.5-inch touch screen with easy-to-recognize icons and graphics. If a paper jam does occur, the unit’s onboard diagnostics provide a quick resolution. Even though problems are uncommon with the 220 ECD, Black Hills appreciates being able to rely on Diebold for exceptional service and support.

“All along, Diebold’s service has been reliable, timely and affordable,” remarks Plooster. “That was one of the reasons we wanted to work with them.” Indeed, the credit union employs a number of other Diebold products in its branches, including Diebold’s PassVault™ System and door card access solution. Black Hills Federal Credit Union cites its positive experience with these products as well as its longstanding relationship with Diebold as two deciding factors for this most recent implementation. “We love Diebold products, as well as the service we receive,” Plooster adds. “It keeps us coming back to Diebold time and time again.”

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