

FIRST BANK OF CARMİ IMPROVES BRANCH EFFICIENCY AND SECURITY WITH DIEBOLD'S 228 EXPRESS CASH RECYCLER



FIRST BANK
OF CARMİ,
CARMİ, ILLINOIS

First Bank of Carmi employed Diebold's 228 Express Cash Recyclers to improve operational efficiencies and mitigate risk.

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First Bank of Carmi increased teller efficiency, limited its exposure of cash on hand and improved security with Diebold's 228 Express Cash Recycler

Like many financial institutions, First Bank of Carmi was trying to do more with less. The bank wanted to improve operational efficiency, but not at the expense of teller accuracy or customer convenience. The bank also had an opportunity to expand into several new markets where security would be essential and a solution would reduce cash exposure and mitigate risk.

First Bank of Carmi evaluated teller automation technology from a variety of suppliers and turned to Diebold for its express cash recycler (ECR). With 10 storage modules for maximum denomination versatility and a built-in UL 291 Level 1 Safe, Diebold's ECR met the bank's immediate needs while fulfilling its long-term expectations for efficiency and security.

“Hands down, Diebold provides better service than any other competitor. With Diebold’s help, we’ve been able to reach our goals and continue a proud tradition of putting our customers, their safety and satisfaction first.”

— Nikki Roser, First Bank of Carmi’s Chief Financial Officer

As a satisfied Diebold customer, First Bank of Carmi’s Chief Financial Officer, Nikki Roser, cited Diebold’s responsive service as being even more crucial to the bank’s purchase decision. “Hands down, Diebold provides better service than any other competitor,” she said.

First Bank of Carmi deployed Diebold ECRs in two of its nine branches. The recyclers verify authenticity and accept, sort and store cash all at the point of transaction. Tellers remarked at how seamlessly the new recyclers integrated into their daily workflow. The sleek design and compact footprint of the units fit easily under the counter while touchscreen-capabilities provide a user-friendly interface. Bank associates were also pleased to spend less time counting and balancing and more time serving customers. Administrative staff welcomed the peace of mind that came from knowing that transactions conducted with the ECR were more accurate and secure than before.

It was not long before the security of the ECR was unexpectedly put to the test. Shortly after First Bank of Carmi’s installations, two of its branches were burglarized, one with the recycler and the other with traditional teller cash drawers. The branch without the ECR lost 60 percent more cash compared to the branch with the recycler. Limiting exposure of available cash on hand through the recycler was key to minimizing the bank’s losses, proving Diebold’s equipment to be a wise and secure investment.

For a “people-first” bank that puts a premium on customer service, the Diebold 228 Express Cash Recycler provides a modern, secure, highly-efficient solution. The ECR units helped First Bank of Carmi improve operational efficiency within the branch, dedicate more time to assisting customers with higher-profit transactions and mitigate risk. “With Diebold’s help, we’ve been able to reach our goals and continue a proud tradition of putting our customers, their safety and satisfaction first,” Roser said.

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