

# DIEBOLD® EXPRESS CASH RECYCLER PROVIDES BIG SECURITY GAINS IN A SMALL FOOTPRINT



FIRST DAKOTA  
NATIONAL BANK  
OACOMA,  
SOUTH DAKOTA

Diebold's 228 Express Cash Recycler helped create a more secure, efficient, and convenient banking environment for First Dakota National Bank.

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**The 228 Express Cash Recycler gave First Dakota National Bank greater peace of mind while improving transaction speed and accuracy for its customers.**

First Dakota National Bank had two primary concerns regarding its full-service branch inside Al's Oasis grocery store in Oacoma, South Dakota — security and space. With only one or two employees working the counter at a time, the bank hoped to minimize the amount of cash tellers kept on hand. There was no room for a large cash vault inside the grocery-store branch and First Dakota's tellers were spending precious time conducting dual control vault buy and sell transactions. The bank needed a compact teller automation solution that would eliminate the traditional vault, automate cash counting and allow tellers to spend more time building relationships with its customers. Diebold's 228 Express Cash Recycler (ECR) had the unique ability to meet the bank's needs with the highest capacity in the industry and a small, sleek footprint. Likewise, Diebold's security expertise made them a good partner for First Dakota.



## “Diebold’s 228 Express Cash Recycler makes balancing quick and easy. All our tellers like working with it.”

— Judy Konechne, First Dakota’s Operations Officer

The ECR is designed to accept cash, verify authenticity, sort by denomination and store cash securely at the point of transaction. First Dakota maximized these benefits by using the high capacity Diebold machine as its vault. By deploying just one ECR in its grocery-store branch, First Dakota was able to optimize its cash flow, streamline transactions and provide a safer banking environment for its customers and staff. Now, cash is securely stored in the ECR instead of the drawer, allowing less cash to be exposed. Vault buys are conducted via the ECR, eliminating the necessity for dual control and helping to streamline the bank’s operations. Plus, First Dakota feels comfortable in the knowledge that the ECR’s UL 291 Level 1 Safe is totally secure. The Diebold 228 Express Cash Recycler is also a good fit for the bank. Space was at a premium and the size and shape of the Diebold machine worked well with the bank’s available under-counter space.

The bank gained several operational efficiencies from the ECR as well. The ECR improves transaction speed and accuracy by handling all the cash-counting and sorting functions for the tellers. Balancing is made faster and more efficient and eliminates any chance of human

error. Immediately after deploying the unit, staff noticed that there were fewer balancing errors at the grocery-store branch compared with the bank’s traditional branches. “Diebold’s 228 Express Cash Recycler makes balancing quick and easy,” said Judy Konechne, First Dakota’s Operations Officer. “All our tellers like working with it.”

Indeed, First Dakota’s tellers are pleased that the ECR has made some of their most unpleasant daily processes simpler and less time intensive. Customers are benefiting from the shorter wait times and more personal service. Management believes the machine has allowed First Dakota to create better relationships with its customers, leading to new sales opportunities.

Overall, First Dakota has been very satisfied with Diebold’s 228 Express Cash Recycler and the support they received from the company. “It was a seamless integration and the training and service we received from Diebold has been excellent,” remarks Konechne. “They have enabled us to create an efficient, secure full-service branch and provide a more rewarding customer experience at the same time.”

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