

DIEBOLD DESIGN CONSULTATION HELPS FIRST FEDERAL COMMUNITY BANK DEVELOP ONE-OF-A-KIND BRANCH



FIRST FEDERAL
COMMUNITY BANK
BERLIN, OHIO

Functional branch complements local community, includes institution-wide Managed Access Control

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First Federal Community Bank utilized Diebold's design and consultation services to create a unique new branch that caters to the needs of the conservative east central Ohio marketplace. In addition, a new managed access control solution from Diebold helps enhance security and streamlines auditing compliance across the bank's footprint.

Diebold's Product Application Services (PAS) team helped First Federal design its new branch in Berlin, Ohio. Situated in the heart of Ohio's largest Amish community, the branch needed to accommodate conservative clientele, while enabling modern services and security needs. With in-depth knowledge of the financial services industry, the Diebold PAS team helped the bank develop a branch that optimizes customer experiences, increases operational efficiencies and mitigates risks.

"We're bankers, so we're more oriented to processes and left-brain thinking. We needed input from the creative, right-brain perspective to help us achieve the right balance of creativity and functionality," said Trent Troyer, president and CEO of First Federal. "An architect may or may not be familiar with banks, so Diebold's industry perspective was very important to this project."

Diebold's PAS team assists financial institutions and their architects with branch design, offering consultation, support, computer-aided design graphics, product cut sheets, drive-up and space allocation studies, 3-D renderings and photomatching services.

Addressing First Federal's desire for a highly serviceable branch, Diebold designed the Berlin location in a functional circular layout. Upon entering a central rotunda, customers have direct access to stations located on the outer rim of the branch for teller services, safe deposit boxes, new accounts, loans, coin counting and complimentary coffee.

"It's very unique. There's not another branch location like it in any of our marketplaces," said Troyer. "Yet it's not so unique that it doesn't fit the conservative community."

Prior to developing design concepts, Diebold PAS professionals visited the Berlin area to observe local architecture. The final design complements the community, as the branch exterior features neutral coloring, a metal roof, a cupola complete with a weather vane, and a horse and buggy hitching post in the parking lot. Inside the branch, architectural touches like rich woodworking, warm colors and a teller area design reminiscent of old teller cages provide a welcoming atmosphere.

Diebold's PAS team worked with First Federal's architectural firm to help the concept come to life by providing equipment specifications, traffic flow suggestions and space requirements for service areas.

First Federal has been a Diebold customer for more than 10 years. The bank's five locations utilize a variety of Diebold's solutions, including alarm systems, remote video monitoring, ATMs, vaults, under-counter equipment, safe deposit boxes, coin counters and drive-thru systems.

The bank's latest Diebold service addition is a managed access control system in place at two of its locations. The solution combines physical access control with systems that can be remotely managed and monitored. Via a secure Web site, First Federal programs proximity access cards to manage access permissions for authorized personnel by specific dates and times. Using cards eliminates the need to re-key buildings following employee turnover or loss of keys. In addition, the Managed Access Control system automates reporting procedures for more efficient auditing and security incident investigations.

Plans to implement managed access control and utilize Diebold's PAS team were solidified following a visit to Diebold's Global Solutions Center at its headquarters in North Canton, Ohio.

"Reviewing Diebold's capabilities and discussing our needs helped us drill down to what was most important for our bank," said Troyer. "The process took the normal pressures off our shoulders. Without Diebold's help, we probably would have come up with a traditional rectangular design for the Berlin branch that wouldn't have been anywhere as unique and serviceable as what we have today."

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