

# MAIN STREET BANK PARTNERS WITH DIEBOLD® FOR FIRE AND ALARM MONITORING



MAIN STREET BANK  
WHEELING,  
WEST VIRGINIA

Diebold delivered a complete solution, including alarms, surveillance equipment, safe deposit boxes, drive-up systems, ATMs, service, OpteView® Remote Monitoring and alarm and fire monitoring.

**Main Street Bank wanted a single supplier for its fire alarm products and services. Diebold provided a full range of hardware and software solutions that help keep the bank safe while simplifying its processes.**

When Main Street Bank wanted to streamline its fire alarm system, it turned to a long-time partner: Diebold. Consolidating the bank's alarm and fire monitoring services under a single provider helped Main Street operate more efficiently, and in turn, provide a higher level of security to its customers and employees.

Main Street Bank's alarms were monitored by Diebold for years, and the bank's management team was extremely happy with the consistent and responsive service. When the bank learned that Diebold now offers fire alarm panels with monitoring, making the switch was easy.

"I wear a lot of hats at the bank," stated George Krupica, Main Street Bank's director of information technology. "So having Diebold as a one-stop security shop and a reliable partner has simplified our operations and made it easier to manage our security processes."

Diebold is in the process of providing Main Street Bank with a comprehensive end-to-end security solution. To date, Diebold has installed DMP burglar and a fire alarm panel, along with a double-door safe that provides twice as many



safe deposit boxes as the bank had previously for this location. In addition, Diebold supplied Main Street with alarms, surveillance equipment, drive-up systems, ATMs and OpteView® Remote Monitoring. Diebold also integrated the bank's alarm panel and fire panel monitoring into one packaged service. Previously, monitoring for the two panels would have been managed by two different vendors.

These improvements not only contributed to the increased security of the bank's assets, but also made Krupica's job easier. Before, the bank would issue two ID's — one for the alarm panel monitoring provider and another for its fire panel monitoring provider. With the combined service package from Diebold, only one ID number is necessary, reducing hassle and risk.

Another challenge Main Street Bank encountered was finding regional suppliers to provide the products and services required at each of its three branches. With a national footprint and a full range of solutions, Diebold was able to provide Main Street Bank with consistent and quality service — regardless of location.

Now, instead of having to manage multiple vendors, ID cards and service contracts, Krupica just calls Diebold. "It's so easy to manage and do business with one supplier," he remarked. "Especially when that supplier is so consistent. Plus, it's nice to know that as we grow, we can count on Diebold."

Another concern was the bank's ATM network availability and keeping its ATM channel at optimal performance. That's why Diebold installed OpteView® Remote Monitoring on Main Street's Opteva® ATMs. With OpteView, Main Street Bank receives e-mail notification anytime an ATM goes down. OpteView not only provides remote diagnosis and troubleshooting, but also automatically dispatches a service technician with the information and parts needed to correct the problem.



In addition to the ease of working with Diebold, Main Street Bank appreciates the consultative nature of the relationship. "It's a true partnership," said Krupica. "They recommend new products and services that help us gain efficiencies and enable us to deliver the services our customers want."

2

Call on Diebold for the latest in product, service and security solutions.  
Since 1859, Diebold has put the customer first.

Contact Information:  
Diebold, Incorporated  
5995 Mayfair Rd  
North Canton, Ohio 44720

E-mail: [info@diebold.com](mailto:info@diebold.com)  
[www.diebold.com](http://www.diebold.com)

© Diebold, Incorporated, 2010. All rights reserved.  
01.10

**DIEBOLD**  
INNOVATION DELIVERED®