

PUBLIC SERVICE CREDIT UNION IMPROVES CASH MANAGEMENT WITH DIEBOLD® 220 EXPRESS CASH DISPENSERS



DENVER, CO

Diebold's 220 Express Cash Dispenser enabled Public Service Credit Union to reduce cash on hand by 50%, cut down the number of vault buys and simplify its balancing process

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Public Service Credit Union was able to optimize its cash inventory with the help of Diebold's fast, reliable, high capacity 220 Express Cash Dispensers.

Public Service Credit Union knew that in order to stay competitive in a slowing economy it had to optimize its cash management. Like other financial institutions, the credit union was looking to maximize its working capital, improve teller accuracy, reduce the amount of cash tellers kept on hand and reduce the amount of time staff spent retrieving cash from the vault.

With this initiative in mind, Public Service started looking at various technology and supplier solutions, but didn't have to look far. As a longstanding Diebold customer, the credit union learned that Diebold's new 220 Express Cash Dispensers (ECD) was capable of facilitating teller cash transactions, improving accuracy and optimizing cash inventory.

Public Service preferred Diebold's service to that of its other vendors, and felt Diebold's 220 Express Cash Dispenser offered greater reliability, delivered better results, and integrated more easily with its core system.



For more than 20 years Public Service had been using competitive teller cash dispensers to automate cash handling and improve teller accuracy. Previously, tellers kept large quantities of cash on hand which presented a significant security risk for staff conducting frequent vault buys and performing complicated audits.

With the largest cash capacity in the industry, the ECD solved several of these problems at once. Diebold's 220 Express Cash Dispenser allowed the credit union to manage its cash inventory more efficiently and economically. The terminals not only improved the speed and accuracy of each transaction, they simplified the balancing process and helped minimize the risk of human error. Public Service was able to reduce the amount of cash that tellers kept on hand by 50%, minimizing any potential loss. Today, the credit union is able to better manage its liquidity and predict its cash flow with greater accuracy.

The new cash dispensers also integrated easily with its teller application. The plug-and-go capability of the new models made implementation smooth and easy for Public Service. "We wanted something that would integrate with our network directly," remarked Ashlee Micale, chief financial officer and senior vice president of Public Service. "The Diebold cash dispenser did exactly that. It was seamless."

The usability and reliability of Diebold's ECDs are much more user friendly than the credit union's older teller cash dispensers. Each terminal features an interactive touch screen and onboard diagnostics for a more intuitive user experience. Its small footprint makes it a perfect fit for any branch model while its advanced function dispenser provides rapid, accurate note delivery time after time. "The ECD performance has been great," says Micale. "The service Diebold provides has been excellent and the new ECDs have helped us reduce our operating costs."



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05.09

