

CASE STUDY

Bank Of The Commonwealth is **up**†

You don't expect your business partner to suddenly disappear on you. But that's just what happened to Bank of the Commonwealth with their old ATM service partner. With accounts in the balance, Deborah B. Coon, senior vice president and chief information officer at Bank of the Commonwealth, turned to ATM USA for help.

"Our partnership with ATM USA began in 2002 under unusual circumstances. We had been given an extremely short notice from our existing vendor that we would have to find another source for ATM processing for our commercial customers. I contacted ATM USA, and they came in and took over the ATMs," is Coon's summation of the situation.

Great partnerships are looking up.

Despite the sudden departure, ATM USA was able to take over the management of the ATMs and maintain them at a high level of availability, consistent with Bank of the Commonwealth's standards of excellence. Or as Coon puts it, "Our customers did not experience any disruption of service and have been happy ever since."

Some of the services ATM USA provides for Bank of the Commonwealth are:

The ATM USA Uptime Service Console. This technology offers easy, up-to-the-minute status updates and reports on ATM availability levels.

Processing Services. Services include performance oversight, safe and efficient transaction trafficking and vault cash management. For starters.

The Uptime Guarantee. Levels of 98.5% uptime are maintained for Bank of the Commonwealth, delivering high levels of customer satisfaction.

ATM USA Managed Solutions. You'll get a turnkey solution that allows us to take care of your ATM portfolio while you focus on executing your business.

Expanding relationships are up.

The two partners have recently opened an ATM at a ball park. It's been a home run. Or as Coon describes it, "We recently expanded our relationship with an ATM at a baseball stadium, which has turned out to be quite profitable. We are extremely satisfied with the level of service and professionalism that is demonstrated on a consistent basis and would highly recommend ATM USA without hesitation."

It's amazing the kind of success you can have together when uptime is everything.

Challenge: Bank of the Commonwealth found itself in a tenuous position. The company that had been providing the bank with ATM management services abruptly discontinued the relationship, leaving Bank of the Commonwealth in the lurch.

Solution: ATM USA stepped in to manage and maintain Bank of the Commonwealth Commercial ATMs. In the wake of the old partner's departure, ATM USA's commitment to uptime became everything.



BANK OF THE COMMONWEALTH



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Senior Vice President and
Chief Information Officer
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