

# ATM Managed Services

## Keeping Cash Convenient and Effectively Managed

When credit union members need cash, they expect their Credit Union to make it readily available. However it can be a challenge for credit unions to find the resources for maintaining a fleet of ATMs at a level that meets member needs, without sacrificing attention to other critical operations and services. ATM Managed Services—offered with the PSCU ATM Driving Solution—provides the answer that credit unions are seeking.

## Unbiased ATM Management Makes a Difference

Many ATM managed services providers have ties to the manufacturers of the machinery they maintain. Their relationships can limit your options when making decisions about your ATM services, or lock you into a disadvantaged position. By taking advantage of this ATM Driving Solution option, credit unions can realize unbiased service delivery and reliable expertise about financial equipment up-keep. This is what distinguishes PSCU among ATM managed services providers and because we are cooperative CUSO—wholly owned by credit unions—our first priority will always be your sustained growth through unsurpassed member service.

## Solution Summary

*As a vendor-agnostic service provider, PSCU is unbiased in providing an industry-leading ATM management solution to credit unions. Our only goal is cost-effectively providing your members with superior ATM service by:*

- *Removing the burden of managing equipment maintenance*
- *Managing service events from beginning to end*
- *Providing expanded vendor options and identifying cost-saving opportunities*
- *Optimizing the ATM Cash Cycle*
- *Continued member satisfaction with your service*

# ATM Managed Services

## Let PSCU Optimize Your ATM Operations –

PSCU's centralized management platform simplifies ATM maintenance, secures member satisfaction, and offers freedom for credit unions to focus on their core business objectives. Benefits include:

- First and second-line hardware support
- Vendor management
- Cash management/replenishment services
- Cost reduction and streamlined operations
- Enhanced opportunity to generate new revenue as credit union focuses their energy on new revenue opportunities versus managing the ATM fleet

## Why Outsource ATM Management to PSCU?

Many credit unions recognize they lack the in-house expertise, staff availability, or other resources to effectively manage their fleets of ATMs. Others, however, may wish to hang on to their self-service process as long as possible, calling on expert assistance only when a problem reaches a certain level. Here are three points to consider:

### 1. Improved member service –

Regular, professional maintenance that helps control unscheduled downtime at any ATM location, maximizing availability for member use.

### 2. Faster break/fix device failure mitigation–

Around-the-clock monitoring coupled with timely dispatch slashes the time between when a problem develops and its resolution.

### 3. Long-term, reliable support –

Enjoy peace-of-mind that your ATM fleet is optimized to achieve the highest possible operational standard.

Dedicated ATM management offered by PSCU checks all the boxes for credit unions looking for a more efficient and cost-effective way to manage their fleets. We will provide the service excellence your members expect with:

- Terminal driving
- Cash monitoring
- Performance monitoring
- Value-added enhancements
- Online incident management