

Case Study



Tier 1 Bank Implements Cash Supply Chain Solutions from Fiserv Using Integrated Currency Manager™ and Device Manager™, the Bank Reduced Cash Levels by 10 Percent and ATM Servicing Costs by More Than \$1 Million

This Tier 1 bank manages thousands of customer touch points, all dispensing cash. To maintain its expansive remote ATM network, the bank must also rely on armored couriers to replenish and inventory cash, making cash forecasting, replenishment and reconciliation an ongoing challenge.



The bank needed to ensure it was getting the right amount of cash to the right place at the right time and for the right price. That meant gaining a better understanding not only of retail and self-service traffic, but also an enhanced understanding of third-party activities.

To enhance cash management across its thousands of cash outlets, the bank made the decision to replace its existing software with Integrated Currency Manager and Device Manager, the cash supply chain and ATM fault management solutions from Fiserv.

Right Cash Levels—All the Time

Having the right level of cash on hand at all touch points means the bank is able to satisfy its customers while generating surcharge fees from the customers of other institutions. Integrated Currency Manager helps the bank forecast demand using algorithms that take historical trends and upcoming local events, long weekends and holidays into consideration. Integrated Currency Manager provides the branch-by-branch and ATM-by-ATM intelligence that has facilitated the reduction of cash inventories by 10 percent.

Optimizing Cash Delivery for Self-Service Devices

The bank was managing cash and ATM availability and uptime using disparate tools and manual processes. This caused



Client Profile

This full-service Tier 1 bank sought to increase the efficiency of its cash management operations and gain transparency into balances and device profitability. Using Integrated Currency Manager and Device Manager, the bank has enhanced control and point-in-time understanding of cash inventories to prevent outlets from running out of cash while also reducing the risk of overstocking.

redundant servicing and the unnecessary dispatch of emergency cash deliveries to ATMs on pre-scheduled cash delivery dates.

Implementation of Integrated Currency Manager and Device Manager solved the problem. Using Device Manager, the bank defines business rules to govern the dispatch of service providers to remedy ATM faults. The bank also sets business rules to automate escalation procedures and track resolution.

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The pre-defined rules in Device Manager work in tandem with Integrated Currency Manager so that when a fault occurs, logic within the Fiserv systems compare business rules, time and usage statistics and routine maintenance schedules to automate decisions. The business intelligence within Device Manager then selects and puts into motion the most appropriate decision: to order emergency cash deliveries, request expedited cash deliveries, or do nothing. This saves the bank \$1 million per year.

Understanding Point-in-Time Balances

Because Integrated Currency Manager is a Web-based solution, the bank is able to extend secure system access to armored couriers so they can record daily ATM and vault balances directly into the system instead of using faxes and spreadsheets. The bank now has point-in-time understanding of balances for all of its ATMs and vendor vaults. This helps ensure end-to-end cash accountability and prevent out-of-balance situations. And, as a single repository of information, Integrated Currency Manager also streamlines auditing and reporting.

Connect With Us

For more information about Integrated Currency Manager and Device Manager, email ReplyCash@fiserv.com or visit our website at www.cashandlogistics.fiserv.com.

Challenge

The use of disparate systems and manual processes to manage cash inventories and ATM faults prevented this Tier 1 bank from maximizing profitability, ATM availability and lowering cash inventories.

Solution

Implementation of Integrated Currency Manager, the cash supply chain management solution, and Device Manager, the ATM fault management solution from Fiserv has helped the bank reduce its cash inventories and vendor costs while gaining point-in-time cash awareness.

Proof Points

- Centralized knowledge of the cash transaction volumes and balances of all its cash points has enabled the bank to reduce its pre-implementation cash inventory by 10 percent while reducing outages
- Enhanced forecasting and knowledge of delivery schedules reduced the occurrence of redundant service and reduced the need for costly emergency cash restocking, saving the bank \$1 million per year
- The integrated solutions create a single repository of ATM and vendor vault data to facilitate point-in-time knowledge of balances, provide clear audit trails and facilitate enterprise reconciliation and ATM-by-ATM reporting
- Implementation of Integrated Currency Manager and Device Manager has enabled the bank to increase its profitability and lower costs while safeguarding customer satisfaction



Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com