

## **CASE STUDY:**

### **NCR SELFSEV™ WITH ATM MANAGED SERVICES**

Increasing ATM Uptime and Availability  
Through Updated Equipment with  
Service and Support.



### **AT A GLANCE**

#### Challenges

- Outdated Hardware
- Unsupported Software
- Increased Downtime
- Disruption to Business

#### Benefits

- Improved Safety
- Increased Revenue
- Improved Customer Experience
- Hassle -Free Fleet Management

### **OBJECTIVES**

Fieldstone Credit Union's hardware was outdated, and the software was no longer supported. This led to frequent failures and ever-increasing downtime. Employees were forced to carry cell phones and be on call to come to the branch any time the machine was down.

Not only was this an inconvenience, but having employees to service their machine after-hours was a security risk. Fieldstone Credit Union was losing money from loss-of-use and chargebacks, while putting their employee's safety in jeopardy. They needed a solution.

### **SOLUTIONS**

After learning about Fieldstone Credit Union and the challenges they were facing, Edge One's managed service seemed like a perfect fit. With Edge One's unique, no capital expenditure required, ATM outsourcing program we were able to provide a solution.

Fieldstone's aging terminals were replaced with highly secured NCR SelfServ™ 80 series terminals. After two years on our program, this solution has proven to be a perfect fit for Fieldstone Credit Union and their members.

### **BENEFITS**

#### **Safety**

Fieldstone now has the added safety of employees not having to come in before or after hours to re-set a machine or call for service and wait for a technician.

#### **Revenue**

Frequent equipment failure meant loss of time and money. With the new equipment and added surcharge, Fieldstone is now enjoying receiving additional income.

#### **Customer Experience**

Updating to NCR's SelfServ™ ATMs with the latest software provides customers with a modern, intuitive customer experience.

#### **Fleet Management**

With the ATM Managed Services from Edge One, Fieldstone no longer has to worry about anything. They can rest assured their equipment will always be up and running.



*"I highly recommend Edge One. Brett has always been able to assist me with any of my questions and or concerns and is a great person to work with. He is caring and makes you feel more like a friend than a customer. Which is exactly what we try to do at Fieldstone Credit Union. Our members are more than another transaction- they are our friends and people we enjoy seeing. Brett and Edge One mirror the same philosophy of "People helping People" that we believe in as our business model."*

**Jeanie Luehrs**

