



“BLM Technologies provided the experience and expertise needed to be our ideal partner for depot services, fulfillment and vendor management. Partnering with BLM simplifies our IT environment, allowing our IT personnel to focus on essential banking business tasks.” Bank Executive

Major Bank Leverages Vendor Consolidation & Depot Services to Increase Efficiencies — and the Bottom Line

As financial technology evolves on a daily basis, more and more industries with a large hardware footprint—such as banks and other financial institutions—are relying on the convenience and cost-saving features of vendor consolidation and depot services solutions to help them streamline services. Depot services are rapidly outpacing vendor-by-vendor in-house management systems, serving as a rational, revenue-boosting solution with a huge business impact.

With more than 4,000 employees and over 100 branches, our client is one of the largest Texas-based banks, serving customers with honesty, integrity and a values-focused attention to business. They have weathered multiple crises through sound management and built an institution that has endured since its market entry as a mercantile in 1868.

In 2016, this major bank sought a new strategy to maintain an asset management system for their teller hardware and remote deposit devices. The time and expense spent working with multiple OEM vendor warranties with different prices, lengths, terms, and service levels, plus the time spent determining who to call and where to ship hardware for repairs, were directly impacting their bottom line.

Additionally, multi-year contracts were creating missed opportunities to adapt hardware year-to-year when new technology innovations entered the market. They also impacted the ability to renegotiate better terms and prices. Inconsistent shipping times and complicated device tracking created challenges to providing the level of exceptional service that remote deposit customers expected from their business.

This bank needed a better, more efficient way to keep up-to-date on their technology and reduce downtimes through competent maintenance, repair and refurbishment of technology inventory.

Other needs included:

- Reduce capital and overhead expenses for the bank
- Improve company focus and customer service
- Maintain a single point of contact for hardware from multiple OEMs
- Find a more efficient way to keep technology up-to-date
- Maintain customer service at the highest level of quality

Customer

Major Texas bank

Business Challenge

This bank sought an efficient, cost-effective solution to keep their technology ahead of the curve and reduce downtimes caused by repairs and maintenance.

Solution

BLM Technologies created a full-service solution that encompassed hardware storage, warranty management, vendor management, repairs and hardware fulfillment. This reduced costs and improved our client's quality of service and customer satisfaction.

Benefits & Results

Freed up banking staff to focus on core banking operations

Increased access to specific competencies and leading-edge technology

Savings through bulk purchases, leasing options and offsite storage

Consistent shipping times

Increased staff qualifications through training and certified technicians

Risk mitigation through managed partnerships

Building a Cohesive Solution

BLM Technologies began creating a solution by assessing our client's existing hardware and vendor management methodologies. First, BLM conducted a complete review of the current device inventory, reviewed vendor contracts and analyzed the bank's biggest pain points. Next, those results were compared to the bank's current and future business goals.

After reviewing the results, BLM Technologies prepared a complete solutions package for vendor management, fulfillment, and depot repair services. As part of this new package, BLM provides:

Depot Repair

Storage and fulfillment of all the client's hardware, management of vendor warranties, and repair and maintenance of all teller devices and remote deposit capture equipment. Repair and maintenance are provided to the client through an Advanced Unit Exchange (AUE) warranty repair program that ensures devices are operational and sent directly to the bank's customers.

Fulfillment

Remote Deposit Capture fulfillment ships scanners to the bank's customers, and it can provide supporting inserts and welcome kits with the hardware. Fulfillment also includes real-time access to the status of customer's scanner shipment.

Vendor Management

Management of all vendor warranties for a wide variety of technology, hardware, and equipment.

Focused on Fast, Single-source Service and Customer Satisfaction

The new program also focuses on critical shipping times, quality of services performed, order completion and call answer time. This creates a partnership that provides increased customer satisfaction, reduced costs, higher quality, and better service. When problems arise, it's one call to BLM to remedy the situation—not multiple different vendors.

"We couldn't be happier with the level of service we receive from BLM Technologies," states Bank Executive. "The value to us is that we no longer have to specialize in all of these areas. Most importantly, our customers are happy with the high level of service we continue to provide."

About BLM Technologies

BLM Technologies is a leading single-source provider of digital signage and information technology services and hardware, providing proven expertise to a variety of industries, including financial, retail, hospitality and government entities. We have 40 years of comprehensive experience in providing cost-effective, customercentric solutions. BLM Technologies differentiates itself from the competition through best-in-class hardware and software solutions, superior nationwide coverage on all solutions, and consistent dedication to delivering trusted customer service every step of the way.

BLM Technologies is headquartered in Plymouth, Minnesota.
For more information, visit the company's website at
www.BLMTechnology.com or call **888.287.4186**.

