



SERVICE SOLUTIONS

For Physical and Electronic Security Equipment

BranchServ embeds a client focus into every corner of the organization—from how we measure employees to how we manage our supply chain; we create a culture that is focused on service.

This translates to the quickest response rates, the highest first time resolution rates and the highest levels of client satisfaction in our industry.

In an effort to better serve all of our clients, we offer three service plan options.

TotalServSM

Our premier **TotalServSM** program provides an all-inclusive service contract that covers all aspects of physical and electronic security equipment planning, maintenance and service for a single annual contract fee. From cleanings and structured preventative maintenance programs to all travel, labor and parts charges for service calls – **TotalServSM** provides a comprehensive solution that reduces security equipment costs while improving service levels and preserving standards. In aligning our interests with those of our clients, this program creates a win-win relationship and results in service levels that are unparalleled in our industry. **TotalServSM** ensures:

TotalServSM Advantage

Service & Parts Included

- No Labor Charges
- No Travel Charges
- No Parts Charges

Priority Service

- Priority Dispatch
- Guaranteed Response Times
- Dedicated 800 Number & Service Teams

Customized Supply Chain

- Scheduled Preventative Maintenance
- Equipment Cleaning
- Annual Inspection
- Capital Budget Forecast

Complete Equipment Coverage

- Drive-Up Systems
- Audio/Video Systems
- After Hours Depositories
- Safes
- Vault Doors
- Safe Deposit Boxes
- Cash & Teller Lockers
- Combination & Time Locks
- Video Surveillance
- Access Control
- Intrusion Alarm

LOWER OVERALL COSTS & IMPROVED FORECASTING

By virtually eliminating per transaction charges, we radically reduce both management complexity and back-office expense. We redirect those resources to improve service levels, lower overall cost of service and reduce equipment downtime. Because there are few variable charges under the **TotalServSM** program, accurate forecasting is facilitated. Our Client Service Teams work collaboratively with **TotalServSM** clients to develop annual capital budgets.

PRIORITY SERVICE

The **TotalServSM** solution provides a level of service that is unparalleled in the industry. We offer:

- **DEDICATED CLIENT SERVICE TEAMS.** **TotalServSM** clients are assigned dedicated 800 service numbers answered by members of their own client service teams.
- **PRIORITY DISPATCH.** Call Center technology matches the nature of the service call to a Field Service Technician's specific qualifications, the parts on the van and even the preferences of the individual branches.
- **GUARANTEED RESPONSE TIMES.** 4 hours or less for emergency calls, 48 hours for drive-up replacements and the end of the next business day for regular service calls.

IMPROVED RESPONSE TIMES WITH MANAGED PARTS INVENTORIES

For **TotalServSM** clients, we establish custom parts inventories planned and maintained specifically to cover the installed base of equipment in their branch network including:

- **DEDICATED EMERGENCY SYSTEMS.** We hold a dedicated stock of branch drive-up parts so that we can guarantee emergency replacement within 48 hours.
- **OUT-OF-PRODUCTION PARTS.** We have an extensive inventory of parts for out-of-production manufacturers, allowing us to repair equipment our competitors might replace.

MINIMAL DOWNTIME WITH PREVENTATIVE MAINTENANCE

Through structured preventative maintenance programs, we catch minor problems before they become tomorrow's equipment failures, partnering with our clients to minimize equipment downtime and improve operational efficiency. A comprehensive **BranchPMSM** program is an essential component of the **TotalServSM** approach.

BranchPMSM

As a component of the **TotalServSM** program or as a stand alone option, our **BranchPMSM** program leverages proactive equipment care to optimize the efficiency of branch physical and electronic security equipment, maintain security standards and enhance the end-customer experience.

Through structured preventative maintenance programs, we can reduce the overall cost of physical and electronic security equipment across the branch network. Customized **BranchPMSM** programs include:

- **ANNUAL CUSTOMIZED INSPECTION.** A detailed 150-point inspection covering every operating and wear component of the branch's physical and electronic security equipment inventory.
- **EQUIPMENT CLEANING.** To ensure that the branch presents the most professional image to its customers, equipment cleaning includes wipe-down of all safe deposit boxes, vault doors, and undercounter steel.
- **DIGITAL IMAGE LIBRARY FOR INSTALLED BASE.** We maintain a digital library of all physical and electronic security equipment in each branch, enabling bank facilities managers and security professionals at headquarters to better ensure compliance with corporate and industry security standards.
- **CAPITAL BUDGETING/EQUIPMENT UTILIZATION.** Our first priority is to maximize the utilization of existing assets and, with an extensive inventory of out-of-production parts, we are well positioned to do that. During our annual inspection, we review repair records and make suggestions as to where an investment or upgrade to equipment would yield payback when measured against keeping an aging piece of equipment in service. **BranchPMSM** clients are automatically enrolled as **OnDemandSM** clients providing priority access to our vast client service network, expert field service resources, all on an on-call basis, with special discounted service call rates.

BranchPMSM Advantage

- Customized PM Program
- Digital Image Library
- Equipment Cleaning
- Annual 150-Point Equipment Inspection
- Capital Budget Forecast

Equipment Coverage

- Drive-Up Systems
- Audio/Video Systems
- Undercounter Steel
- After Hours Depositories
- Safes
- Modular Vaults
- Video Surveillance
- Intrusion Alarm
- Vault Doors
- Safe Deposit Boxes
- Cash & Teller Lockers
- Custom Millwork
- Combination & Time Locks
- Access Control

OnDemandSM

For **BranchServ** clients who prefer to pay as they go. The **OnDemandSM** program ensures access to responsive service, the most experienced team of field service technicians in the industry and our extensive parts inventories—all at discounted time and material rates.

OnDemandSM Advantage

- Expertise On-Call
- Highest First-Time Resolution Rates in the Industry
- Reduced Service Call Rates
- Extensive Parts Inventories for Out-of-Production Equipment
- Managed Supply Chain

Equipment Coverage

- Drive-Up Systems
- Audio/Video Systems
- Undercounter Steel
- After Hours Depositories
- Safes
- Modular Vaults
- Vault Doors
- Safe Deposit Boxes
- Cash & Teller Lockers
- Custom Millwork
- Combination & Time Locks
- Video Surveillance
- Access Control
- Intrusion Alarm



Founded in 1999 as a division of Custom Vault Corporation, BranchServ provides physical and electronic security equipment and service solutions to more than 8,700 bank branches and credit unions nationwide, including three of the ten largest branch banking networks in the United States. The fastest growing provider in the industry, **BranchServ** combines a client-driven service focus with unparalleled experience; empowering branch networks to improve operational efficiencies, lower costs, enhance the end-customer experience and maintain the highest levels of security.

BranchServ is headquartered in Bethel, Connecticut with regional offices in New Hampshire, Virginia, Washington DC and North Carolina.



Contact **BranchServ** Today for More Information.
Call 800.215.0361, or Visit www.branchserv.com.