

Financial & Banking Solutions

ATM & Cash Handling Capabilities



*EssentialSM specializes in First Line Maintenance (FLM) for the financial services market through creative solutions focused on the specific needs of ATM and cash handling support and maintenance. We provide **high-touch, high-quality maintenance services to the financial industry** nationwide.*

ATM Maintenance Made Secure and Simple

Our Financial and Banking Solutions tower is a stand-alone line of business within Essintial allowing for executive focus, a dedicated staff and the support of all functional horizontals. We build custom solutions to meet ATM customers' needs and — by utilizing our Managed WorkForce[®] of technicians — we have streamlined the dispatching process, making it easier to meet contractual Service Level Agreements.

At the core of our solution is our ability to provide scalable, flexible First Line Maintenance nationwide with demanding service levels — often as stringent as a two hour onsite time. Our ability to provide these services

is deeply rooted in our 7x24x365 support team, the dispatch and call management tools at their disposal, and the dedicated field technicians that make up the ATM labor pool on our Managed WorkForce[®] platform.

We take the security of our customer's ATMs very seriously, ensuring technicians pass background, drug and credit checks prior to receiving any training from established ATM technicians. And, if there aren't technicians available in the service areas needed, the scalability of our model allows us to quickly locate and train technicians anywhere in the country to meet customer needs.

Capabilities

- » First Line Maintenance
- » Key Management
- » Asset Management
- » Site Survey
- » Operating System Upgrades
- » Staging
- » Deployment
- » Move, Add, Change
- » Maintenance
- » Remote Monitoring

Proven Success

- » Essintial has fielded more than 1.5 million First Line Maintenance service calls over the past 10 years

In addition to First Line Maintenance, we have also completed ATM projects for customers including:

- » 800 anti-skimming devices installed in ATMs in a 2 month window for a leading American international banking and financial services company
- » 2,700 ATM core upgrades — software, hardware and operating system upgrades for a multinational banking and financial services holding company
- » Over 20,000 ATM memory, Windows 7 upgrades & rebranding services for large multinational banking companies