

DBSI

PRODUCT GUIDE
EQUIPMENT



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OPTIMIZING YOUR BRANCH WITH THE RIGHT BANKING EQUIPMENT

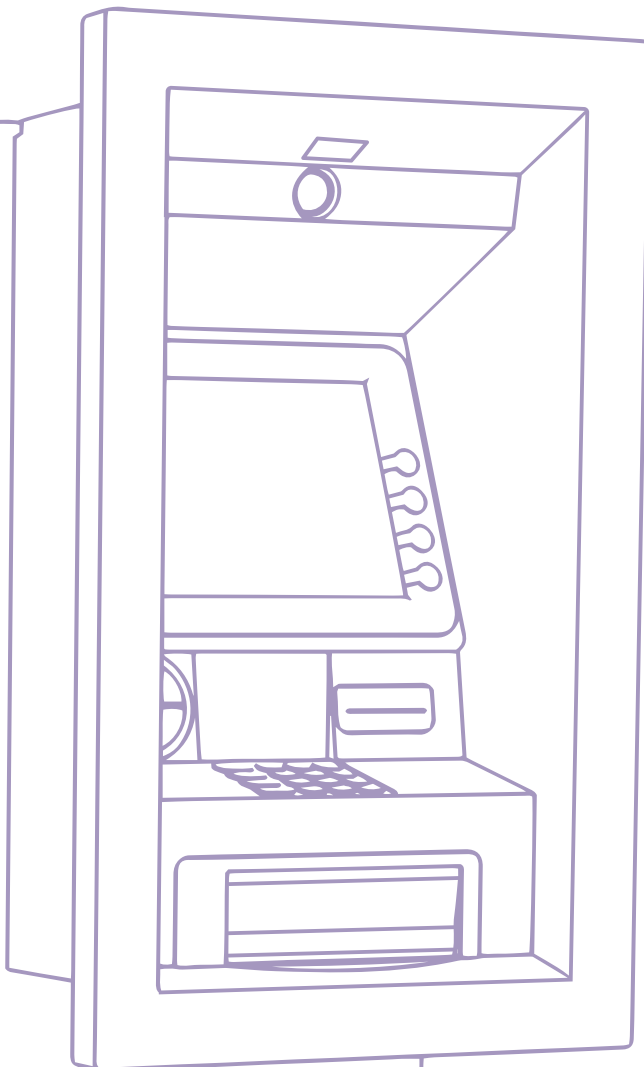
WHY IT MATTERS

Banking equipment plays a crucial role in creating efficient, secure, and customer-friendly branch operations. From cash automation to self-service technology, the right tools can streamline transactions, improve staff efficiency, and enhance the overall client experience.

Whether your goal is to modernize teller operations, increase security, or improve self-service options, selecting and implementing the right equipment ensures seamless integration with your branch strategy.

WHAT IS BANKING EQUIPMENT?

Banking Equipment refers to the machines, apparatus, and appliances used within a financial institution to help complete client transactions and streamline banking operations.



Teller Cash Recycler

ATM

ITM

Safe

Vault

Night Depository

Pneumatic Tube

Camera

Alarm System

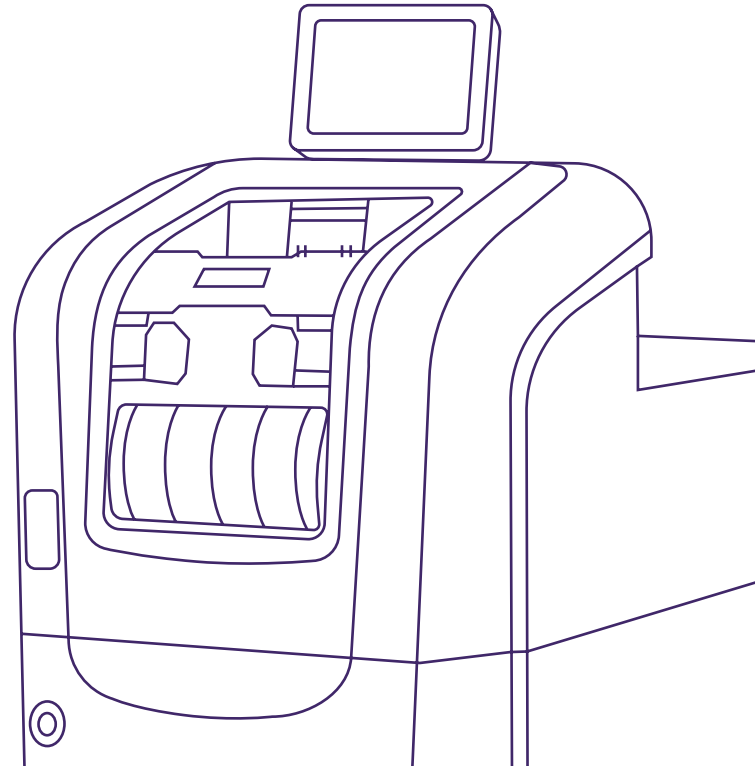
Access Control

CASH AUTOMATION

TELLER CASH RECYCLERS

As physical branches become more operationally automated, Teller Cash Recyclers continue to play a significant role in the industry.

A Teller Cash Recycler or “TCR” is a machine that automatically counts, stores and validates notes for both deposit and withdrawal operations. With consumers demanding higher levels of service, TCRs allow tellers to process cash transactions at a quicker and more efficient speed.



How it's Used:

- 1 Can be used for all cash operations in a branch, meaning teller drawers are very often removed entirely or used for only non-negotiables.
- 2 Can replace the central vault and staff throughout the branch can use these devices as a “centralized” vault that does not require dual control.
- 3 Sort all bills by denomination for future use and scrutinized for counterfeit.

CASH AUTOMATION

TYPES OF TCRS



For over 25 years, ARCA has brought great value to the banking industry by optimizing daily operations. Known for high transaction speeds and quality performance, ARCA's cash recycler platform has a 99.6% uptime, proving it simply works.



From fit-for-purpose TCRs to high-capacity and feature rich units, CIMA manufactures a wide range of teller cash recyclers that can optimize any retail banking environment.



With high capacity performance, ATEC LTA's teller cash recyclers feature cassette based technology and known for their continuous feed design.



With high capacity performance, the MS500 teller cash recycler features cassette based technology and is known for their transit cassette.

Pro Tip:

Be strategic with the placement of your Teller Cash Recycler. As a rule of thumb, it's best to position your TCR where transactions are completed most often.

As of 2022, 75% of the banking industry leverages TCRs in one way or another (CFM).

If you're looking to invest in new or better hardware, connect with our DBSI team of experts to find the solution that's right for you.

SELF-SERVICE

ATMS

An Automated Teller Machine or “ATM” is a specialized machine that allows customers to complete banking transactions on their own, and without the assistance of a FI representative.

An ATM typically consists of a screen, a card reader, a keypad, a cash dispenser, and a receipt printer.

How it's Used:

By inserting a bank-issued ATM card into the machine, entering your PIN and following the prompts on the screen to complete the desired transaction.

DID YOU KNOW?

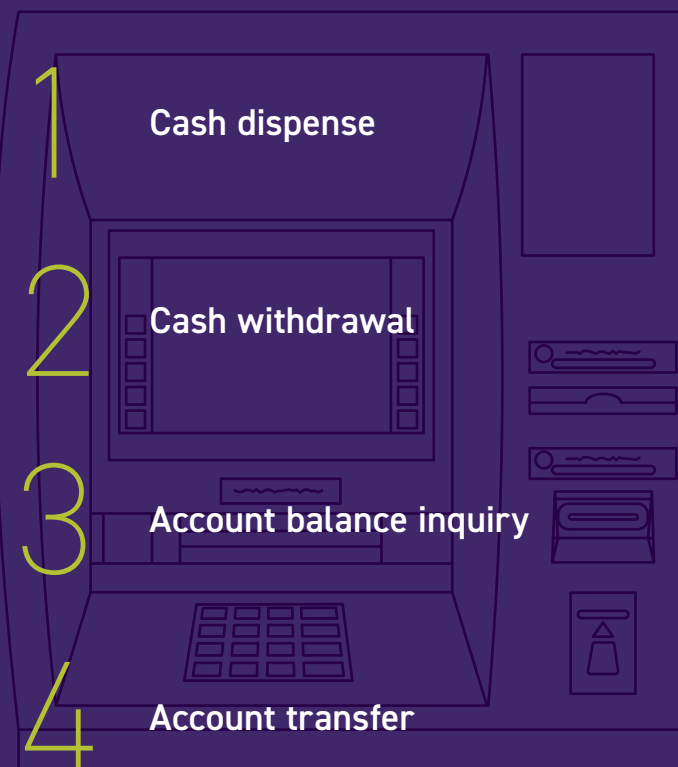
ATM Users Visit Frequently



40 % of ATM users use an ATM 8-10 times a month (National Cash Systems).

This means that those using an ATM, are using them frequently and are making a positive impact by serving the needs of consumers.

The Big Four Transactions:



SELF-SERVICE

ITMS

An Interactive Teller Machine or “ITM” as you know it as, is a coined term.

An ITM similar to an ATM in looks, with additional transaction capability. For example, ITMs allow the customer to speak to a personal teller located in a remote location and allows for real-time, face-to-face interaction through video chat displayed on the ITM screen.

An ITM typically consists of an ID scanner, a coin dispenser, NFC reader, and a video camera for two-way conversations.

How it’s Used:

Customers simply touch the ITM screen to get started and one of the tellers will appear on screen. From there, the virtual teller guides the customer through the transaction. It’s that easy!

DID YOU KNOW?

People Still Feel Cash Access is Important

Despite the common belief that cash is not highly valued anymore, 78% of the people in a Transaction Network survey said they felt it was important to have access to cash. These results prove that even with the rise of mobile banking, cash is still a valuable asset.

Pro Tip:

Not sure how to get started? No matter where you are in the ITM buying journey, our DBSI team of experience experts will provide you with valuable insights into the latest self-service technology.

Video Service Options:

Cash withdrawals

Check and cash deposits

Check cashing

Making loan payments
including mortgage

Credit card payment

Credit card advance

Loan advance

New account deposit

Fund transfers

LEADING MANUFACTURER

HYOSUNG

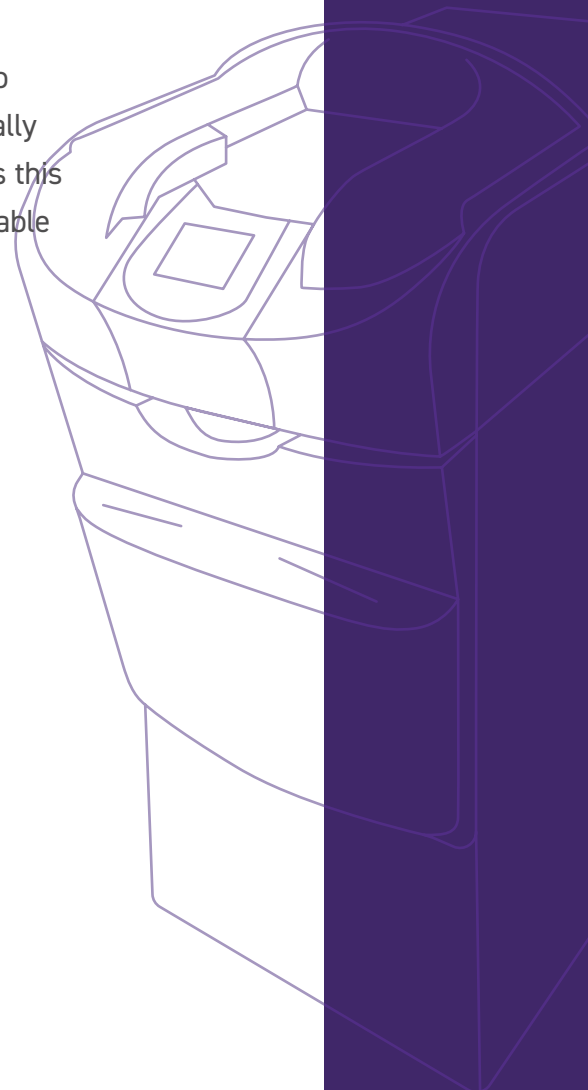
INNOVUE

Who is Hyosung?

Hyosung is dedicated to making technology work for the humans who use it. Hyosung provides solutions that simply work better and more intuitively.

What makes Hyosung unique?

Every ATM product, service, and support system is engineered to be reliable and flexible. They listen to their customers to continually improve their offerings, while bringing innovation to banking. It is this commitment to human technology that has made them a dependable partner and global leader in the ever-changing world of banking.



TRADITIONAL EQUIPMENT

SAFES

A safe is a secure storage with a complex lock to store valuables. Safes can be custom built to your specifications to meet the highest security standards for your financial institution.

Pro Tip:

By working with our DBSI team of experienced experts, we can help you choose the right locks, alarm systems, and access control to best meet your needs.

NIGHT DROPS

A night depository or “night drop” is accessible from outside of a building, usually near the drive-thru area and acts as an overnight drop box service that allows customers to make money deposits after regular banking hours.

A great feature is that a night drop does not limit the amount of cash or the number of checks deposited, and also accepts coins.

Pro Tip:

A night drop can be especially useful for small business owners who cannot visit the financial institution during normal business hours, and mainly deal with cash and checks.

SAFE DEPOSIT BOX

A safe deposit box or “safety deposit box” is an individually secured container (usually a metal box) that stays in the safe or vault. Safety deposit boxes are most commonly kept in vaults and can be rented by the FI’s customers for a fee.

VAULTS

A vault is a walk-in room used to store and safeguard funds, valuables, records, and documents. It is intended to protect its contents from theft, unauthorized use, fire, natural disasters, and other threats - similar to a safe.

PNEUMATIC TUBES

The banking industry is one of the longest users of pneumatic tubes, which include systems that propel cylindrical containers through networks of tubes by compressed air or by partial vacuum.

These are most widely used in financial institution drive-thrus to allow client’s ability to transact without leaving their vehicle.

Pro Tip:

The Pneumatic Tube System Market is expected to reach \$2.84 billion by 2026, with a significant increase in their demand (Mordor Intelligence). Offering high-level security, customer-friendly operations and low maintenance costs, pneumatic tubes could be a valuable asset for your FI.

ELECTRONIC SECURITY

CAMERA

Video surveillance cameras are used both inside and outside of financial institutions to enhance security, protect assets, and improve overall branch performance. If you need a video surveillance solution for your entire branch network, DBSI can assist with solutions to keep your network in compliance.

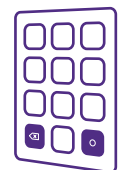
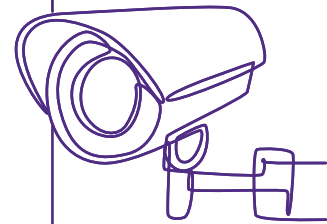
ALARM SYSTEMS

An alarm system consists of a device or series of devices that are designed to emit an audible alarm or signal to a central monitoring station if activated. Alarm systems are designed to detect an unauthorized entry into a building or onto any property, or direct attention to a robbery, burglary, or another emergency in progress. Contact our DBSI team of banking equipment experts to find the alarm system right for your financial institution.

ACCESS CONTROL

Access control is a security measure which is put in place by a financial institution to regulate the individuals that can view, use, or have access to a restricted environment.

It is usually put in place by verifying various login credentials, such as usernames, passwords, PINs, biometric scans, and security tokens.



INSTALLATION

Proper installation is essential to ensuring that banking equipment functions seamlessly within a branch environment.

From strategic placement to minimal disruption during setup, a well-executed installation process enhances efficiency, security, and overall branch operations.

STANDALONE INSTALL SERVICES

Expert installers understand the unique requirements of financial institutions, ensuring that equipment is positioned for optimal workflow, compliance, and long-term performance.

"We have worked with DBSI for over 20 years, and they always deliver. They are professional, thorough and consistently provide quality work. We look forward to a continued partnership for many years to come!"

- Janet Moodie, SVP & COO, AZ Central Credit Union



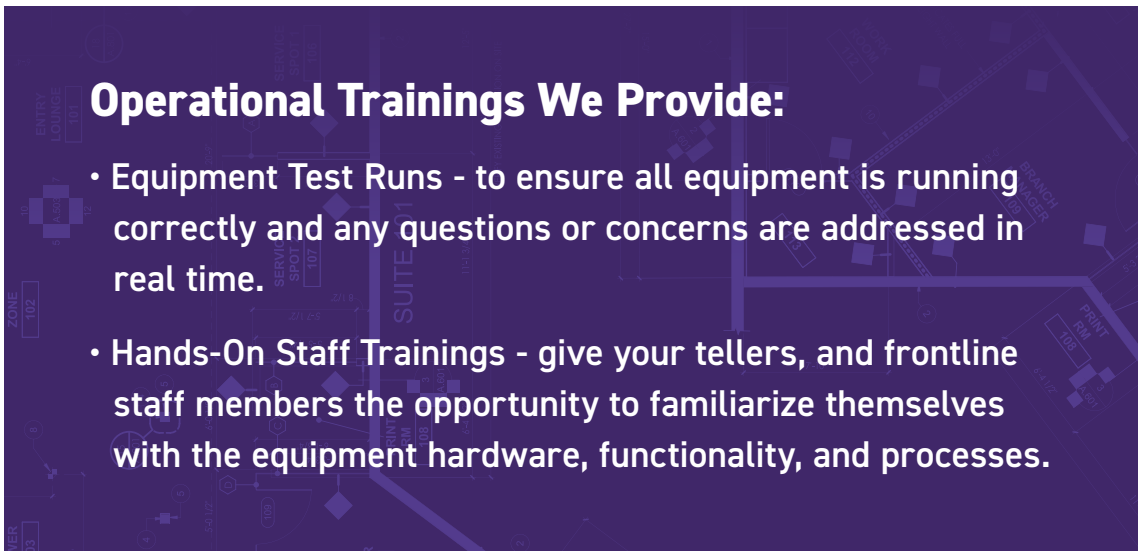
INSTALLATION

RIGGING SERVICE

If you're in need of rigging services, experienced installers can ensure the job is done correctly. Whether it's providing rigging support, a complete installation, or a maintenance check, a well-executed process ensures equipment is properly placed, securely installed, and maintained for long-term performance.

OPERATIONAL STAFF TRAINING

To ensure banking equipment is effectively utilized by frontline staff, hands-on operational training is essential. From equipment setup to installation and servicing, experienced technicians manage the logistics to ensure a smooth transition. After installation, staff receive in-depth training on proper usage, ensuring they are confident and prepared to assist clients efficiently.



Operational Trainings We Provide:

- **Equipment Test Runs** - to ensure all equipment is running correctly and any questions or concerns are addressed in real time.
- **Hands-On Staff Trainings** - give your tellers, and frontline staff members the opportunity to familiarize themselves with the equipment hardware, functionality, and processes.

SERVICE

PREVENTATIVE MAINTENANCE

To ensure the banking equipment within your branch continues to operate at its best performance, we recommended scheduling preventive maintenance on your machines.

For cash recyclers, our DBSI team of service experts recommend scheduling a preventive maintenance visit twice a year, and for other banking equipment, they recommend once a year.



Cash Recyclers: 2x per year



Banking Equipment: 1x per year

It is also important to take note of the usage of your equipment, for example, how many transactions is it processing every six months and within a year timeframe? Being aware of the health of your banking equipment will help our service team stay better informed to better serve your FI and identify potential problems for a quicker response before any of your customers encounter a problem.

With consumers continuing to demand higher levels of service, the need to operationalize your branch is more important now than ever.

If you need a new TCR or ITM, your equipment installed, or just peace of mind knowing your machines are correctly placed in strategic locations, we've got you covered.



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