

BranchPMSM | Preventative maintenance, done right.

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 security equipment, maintain security standards and enhance the end customer experience.

Preventative Maintenance that Keeps Equipment in Service

Through structured preventative maintenance programs, we catch minor problems today—before they become tomorrow’s equipment failures—reducing the overall costs of physical security equipment across the branch network while ensuring that security standards are maintained.

Custom-Configured Programs

Programs are custom-configured to include:

- ▶ **Annual Customized Inspection.** Our experts custom-design a preventative maintenance program featuring a detailed 150-point inspection covering every operating and wear component of the branch’s physical 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 Created for Installed Base.** We maintain a digital library of all physical 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.

Expert 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.

About BranchServ

Founded in 1999 as a division of CustomVault, BranchServ provides physical security equipment and service solutions to over 3,000 bank and credit union branches from Maine to Florida, including 3 of the 10 largest branch banking networks in the United States. The fastest growing service provider in the industry, BranchServ combines unparalleled experience and product knowledge with a client-driven service focus. BranchServ is headquartered in Bethel, Connecticut with Service Centers in Boston, New York, Washington DC and Charlotte. □

For more about the BranchPM program, contact a BranchServ representative today at 1.800.215.0361 or visit branchserv.com.

The BranchPMSM Advantage

Expertise on Your Side

Expert-Designed 150-Point Inspection	☑
Equipment Cleaning	☑
Digital Library for Installed Base	☑
Capital Budgeting	☑
Discounted T&M for Repair	☑

Complete Equipment Coverage

Drive-Up Systems	☑
Audio/Video Systems	☑
Undercounter Steel	☑
After Hours Depositories	☑
Safes	☑
Vault Doors	☑
Safe Deposit Boxes	☑
Cash & Teller Lockers	☑
Combination & Time Locks	☑

“Before I came to BranchServ, I worked for our largest competitor where I was measured on how much revenue I generated from a service call. That often put me at odds with what was best for clients. At BranchServ, I am only measured by customer satisfaction. That puts me completely on the customer’s side. If I can extend the life of equipment by fabricating a part, then I have the corporate support to do so.”

—Jonnie Hill,
BranchServ Metro/DC
Field Service Technician,
97.5% First Time Resolution Rate



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