

## OnDemand<sup>SM</sup> | Expert Equipment Repair & Maintenance

BranchServ has designed a coordinated, client-driven approach to delivering service like it used to be—responsive, qualified personnel with the right parts, the right tools, deployed to ensure maximum response to every service call. Combining our vast experience with an investment in people, technology and infrastructure, our OnDemand<sup>SM</sup> equipment services deliver **the highest first time resolution rates** in the industry.



### Exceptional People with Unparalleled Product Expertise

It's all about the people and how we empower them to do their jobs right.

- ▶ **Experience & Skill.** The average BranchServ technician has over 20 years of experience in the physical security industry. All are cross-trained in multiple disciplines. Networked together through mobile communication devices, any one of our technicians can tap into the knowledge of the rest of the team to troubleshoot problems on site.
- ▶ **Professionalism & Commitment.** Our staff adheres to our highest standards of professional conduct, whether they are working behind the scenes or out in a branch setting. All technicians, client service representatives and product experts personify our corporate commitment to client service excellence.

### Equipped With the Right Tools

We've made a significant investment to supply our Field Technicians with the tools they need to get their jobs done efficiently and on the first time out.

- ▶ **Tools.** Field Service Technicians are fully equipped with all of the tools necessary to perform both standard and emergency service calls, including full sets of combination keys, key cutting machines, specialty scopes, drill rigs, and diagnostic equipment.
- ▶ **Central Operations Centers.** Every Technician is supported by the BranchServ field service network, including our state-of-the-art central lock, key and machine shops. Every local BranchServ Service Center can deploy mobile equipment to job sites within hours, perform efficient large-scale key cutting projects and provide refinishing and part fabrication for out-of-production equipment.

### Empowered by Technology

BranchServ leads the industry in leveraging technology to create operational and service efficiencies.

- ▶ **Advanced Call Center Technology.** A world-class Call Center with ACD switching supported by real-time mapping, GPS tracking and proprietary route optimization and scheduling algorithms ensures the fastest possible response.
- ▶ **Dispatch Optimization.** Our proprietary software matches the nature of the service call to Field Service Technician qualifications, the parts on the van and even branch preferences to ensure not just the fastest response, but also improve the technician's ability to resolve the call the first time out.
- ▶ **Mobile Wireless Access for Remote Technical Support.** Technicians have mobile access to imaged technical data for the installed base of equipment and access to each other to share expertise and speed the diagnosis of problems. >>>

### The OnDemand<sup>SM</sup> Advantage

#### Expertise On Call

Cross-Trained Field Technicians	<input checked="" type="checkbox"/>
Techs Average 20 Years Experience	<input checked="" type="checkbox"/>
Well Equipped Service Vans	<input checked="" type="checkbox"/>
Central Operations Centers	<input checked="" type="checkbox"/>
Optimized Dispatch	<input checked="" type="checkbox"/>
Extensive Vendor Network	<input checked="" type="checkbox"/>
Mobile Parts Warehouses	<input checked="" type="checkbox"/>
Out-of-Production Parts Inventories	<input checked="" type="checkbox"/>

#### Complete Equipment Coverage

Drive-Up Systems	<input checked="" type="checkbox"/>
Audio/Video Systems	<input checked="" type="checkbox"/>
Undercounter Steel	<input checked="" type="checkbox"/>
After Hours Depositories	<input checked="" type="checkbox"/>
Safes	<input checked="" type="checkbox"/>
Vault Doors	<input checked="" type="checkbox"/>
Modular Vaults	<input checked="" type="checkbox"/>
Safe Deposit Boxes	<input checked="" type="checkbox"/>
Cash & Teller Lockers	<input checked="" type="checkbox"/>
Combination & Time Locks	<input checked="" type="checkbox"/>
Custom Millwork	<input checked="" type="checkbox"/>



**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—empowering branch networks to improve operational efficiency, lower overall costs, enhance the end customer experience and maintain security standards.

BranchServ is headquartered in Bethel, Connecticut with Service Centers in Boston, New York, Washington DC and Charlotte.

**Supported by a Client-Focused Supply Chain**

BranchServ’s supply chain organization is focused on supporting the best response time and resolution rates in the industry.

- ▶ **Extensive Vendor Networks.** We have created partnerships with every major equipment manufacturer and maintain large stores of replacement parts and components in both our local Service Centers and our central warehousing facility.
- ▶ **Mobile Parts Warehouses.** Field service vehicles are fully stocked with parts. Vans are fed with parts from our local service centers, our central warehouse and by directly by vendors—providing multiple supply routes to ensure the best parts availability in the industry.
- ▶ **Out-of-Production Parts Inventories.** We maintain extensive inventories of out-of-production parts, including Mosler and LeFebure, to support our client’s installed base and enable us to repair what others might replace.

**Positioned to Serve**

BranchServ is currently serving over 3,000 branches from Maine to Florida from 4 Service Centers with over 40 expert in-house Field Service Technicians. We have also developed an extensive network of BranchServ Qualified Service Providers to back-up our in-house team in the event of peak load emergencies, ensuring that our high service levels remain constant under any circumstance.

**Driven by Our Mission, Embedded in Our Culture**

Ours is a performance-driven culture where client focus is the overriding mandate. We measure success in terms of client satisfaction and relentlessly pursue continuous improvement in everything we do. Every BranchServ employee, from the back-office support personnel to front-line Field Service Technicians, is mandated to put the client first. Every business decision, operational procedure and investment we make is designed to support that objective. For example, technicians are measured by their resolution rates, never on equipment sales, ensuring that their interests are aligned with those of their clients. □

**For more about OnDemand equipment services, contact a BranchServ representative today at 1.800.215.0361 or visit [branchserv.com](http://branchserv.com).**



[www.branchserv.com](http://www.branchserv.com)

**1.800.215.0361**

sales@branchserv.com  
 4 Research Drive  
 Bethel, CT 06801  
 voice. 203.403.4200  
 fax. 203.798.8103