

TotalServSM | Branch service, solved.

Our premier TotalServSM program provides an all-inclusive service contract that covers all aspects of branch physical 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—TotalServSM provides a comprehensive solution that reduces branch equipment costs while improving service levels and preserving security standards.

Total Alignment with Client Needs

This next generation service model perfectly aligns our interests with those of our clients, creating a win-win service relationship that generates service levels that are unparalleled in our industry. We succeed by:

- ▶ **Eliminating Administrative Overhead.** By eliminating the overhead associated with accounting for individual service calls we improve operational efficiency for us and for branch personnel.
- ▶ **Minimizing Service Issues.** By focusing on proactive preventative maintenance and improving the efficiency of calls by equipping service personnel with the parts, equipment and technology they need to resolve service calls the first time out.
- ▶ **Embedding a Client Focus.** From how we measure employees (on client satisfaction, never revenue) to how we manage our supply chain (customized for each client), we create a culture focused on service.

It all translates into the quickest response rates, the highest first time resolution rates and the highest level of client satisfaction in our industry.

Priority Service

All of our resources are brought to the TotalServSM solution to provide a premier level of service unparalleled in the industry.

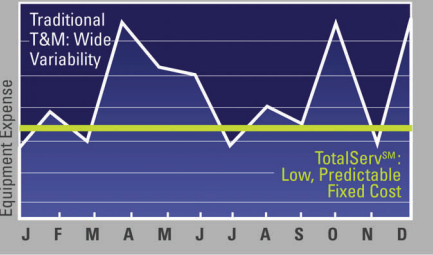
- ▶ **Dedicated Client Service Teams.** TotalServSM clients are assigned dedicated 800 service numbers answered by members of their own client service teams who know their accounts, understand their branch operations and stand ready to facilitate a total-company response to their needs.
- ▶ **Priority 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.

Improve 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:

- ▶ **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 such as Mosler and LeFebure, allowing us to repair equipment our competitors might replace. >>>

The TotalServSM Advantage

Service & Parts Included	
No Labor Charges	<input checked="" type="checkbox"/>
No Travel Charges	<input checked="" type="checkbox"/>
No Parts Charges	<input checked="" type="checkbox"/>
Priority Service	
Priority Dispatch	<input checked="" type="checkbox"/>
Guaranteed Response Times	<input checked="" type="checkbox"/>
Dedicated 800 Number	<input checked="" type="checkbox"/>
Dedicated Client Service Team	<input checked="" type="checkbox"/>
Customized Supply Chain	
Customized Parts Inventory	<input checked="" type="checkbox"/>
Drive-Ups Held in Dedicated Reserve	<input checked="" type="checkbox"/>
Preventative Maintenance	
Scheduled Maintenance	<input checked="" type="checkbox"/>
Equipment Cleaning	<input checked="" type="checkbox"/>
Annual Inspection	<input checked="" type="checkbox"/>
Capital Budget Forecast	<input checked="" type="checkbox"/>
Predictable, Reduced Expense	
	
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"/>
Safe Deposit Boxes	<input checked="" type="checkbox"/>
Cash & Teller Lockers	<input checked="" type="checkbox"/>
Combination & Time Locks	<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.

Minimize 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 BranchPM program is an essential component of the TotalServSM approach including:

- ▶ **Annual Inspection.** Our experts will 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.** Equipment cleaning includes wipe-down of all safe deposit boxes, vault doors, stainless and undercounter steel to ensure that the branch presents the best possible appearance to end customers.
- ▶ **Digital Image Library Created for Installed Base.** We maintain a digital library of all physical security equipment in each branch. This enables bank facilities managers and security professionals at headquarters to better ensure compliance to bank standards at the branch level.
- ▶ **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 so. As a partner in optimizing the efficiency of the branch, we also recommend replacement when the forecasted reliability of a piece of equipment would get in the way of operations. 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.

Lower Overall Costs & Create Greater Cost Certainty

By virtually eliminating per transaction costs and the administrative overhead that goes along with them, we radically reduce management complexity and back-office costs of service—for us and our clients. We redirect those resources towards improving service levels, lowering the overall costs of service and reducing equipment downtime. Because there are few variable charges under the TotalServSM program, budgeted service expense is highly predictable and reliable. Our Client Service Teams will also work hand-in-hand with TotalServSM clients to develop annual capital budgets further increasing the predictability of the equipment line item. □



www.branchserv.com

1.800.215.0361

sales@branchserv.com
 4 Research Drive
 Bethel, CT 06801
 voice. 203.403.4200
 fax. 203.403.4201