

SERVICES YOU SHOULD EXPECT FROM YOUR CASH MANAGEMENT SOLUTIONS PROVIDER



CASHTECH
CURRENCY PRODUCTS

Whether you operate in an industry that handles high volumes of cash or you're a small business owner looking to grow, you would likely benefit from partnering with a cash management solutions provider. However, you may have noticed that the world of your business is changing.

Growth and innovation are the keys to any successful endeavor, especially given the shifting economic landscape in our increasingly digital world. It's imperative that your business remains current to maximize efficiency, increase profits, and stimulate growth. Given the spitfire speed of technological advancements, it can be difficult to determine what the best cash management solution is for your business.

You might also be surprised to discover that a successful cash management solutions provider goes far beyond simple product offerings—currency counters and recyclers, counterfeit detectors, coin sorters, and cheque scanners are only one piece of the puzzle. Partnering with a cash management solutions provider entails a much higher caliber of service, customized to your business needs.

They go further than simply helping you select the appropriate products to implement by offering a variety of additional services on an ongoing basis—giving you a highly sustainable return on your investment.

With a team of certified service technicians on your side, any issues can be diagnosed and corrected quickly and efficiently. Service technicians also provide preventative and corrective maintenance on the cash management solutions you've implemented, as well as tailoring services to meet the specific needs of your business.

Sounds incredible, right? The problem is, most businesses are not entirely sure what to expect when partnering with a cash management solutions provider. They are hesitant and unaware of how the services offered can positively affect their daily business needs.

Take control of your cash management process and make some guided, well-informed decisions that will help increase your bottom line. Here's a list of the services you should expect when partnering with a cash management solutions provider.

**ANY ISSUES CAN
BE DIAGNOSED
AND CORRECTED
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MANAGE PROJECTS BIG & SMALL

Are you a big company looking to implement a new solution or a new cash management strategy across several different locations? Are you a small business looking to expand? Regardless of your situation, your cash management solutions provider can provide sourcing and purchasing support when you are looking to acquire the right equipment for any cash management project.

Additionally, your provider can manage the deployment, as well as the installation and implementation, of your new solution—all while having the resources to recycle your old equipment.

When you're looking to have new equipment delivered and installed, as well as providing your staff with the proper training, you need to make use of the comprehensive project management services offered by your solutions provider.

BENEFITS: CUSTOMIZED SOLUTIONS, STREAMLINED

More isn't always better. Having different types of equipment and technologies purchased and implemented by different service providers is an ineffective use of resources. The inefficiency is increased exponentially if you're looking to implement a new cash management solution across several different locations!

A single cash management solutions provider worth their salt will be able to advise on the best products for your specific company, and then streamline all the steps required to implement your solution seamlessly.

SUPPORT & MAINTENANCE

Receiving the proper support and maintenance for your equipment is closely tied to the lifecycle of your products. Even if your product remains usable for an extended period of time, you want that equipment to not only be functional but also high-performing. It is inefficient to have tools that are in a constant state of disrepair.

A key competency of many solutions providers is their superior ability to offer servicing and repair for cash management equipment. They also offer quality assurance testing on the units that require attention, so you can feel confident that any issues will be remedied properly the first time.

BENEFITS: A PARTNERSHIP THAT KEEPS ON GIVING

There is no doubt that there can be a huge learning curve when implementing a new cash management system, but it doesn't have to be as daunting as it seems. Partnering with a solutions provider means creating an on-going relationship that your business will continue to benefit from.

Your provider will continue to offer you support way beyond initial first steps. Troubleshooting, advice, maintenance—it goes on and on so that you can get the most out of your cash management solutions.

SUPERIOR ABILITY TO OFFER SERVICING AND REPAIR FOR CASH MANAGEMENT EQUIPMENT

SERVICE THAT COMES TO YOU

On-site service and support can be invaluable to any business—it's often not only a huge convenience, but also a huge relief. A cash management solutions provider's annual service agreement with your business can include on-site services such as phone support, parts, travel, and labour required to restore equipment to its optimum operating condition and scheduled preventative maintenance visits.

Best of all, trained technicians who understand the demands of your business will respond to calls for on-site service quickly and efficiently, with limited obstruction to your daily operations.

There are other options for customers who do not have a service support agreement with their solutions providers as well, such as a Customer Care Centre available by telephone for any questions or concerns.

BENEFITS: RESOURCES AT YOUR FINGERTIPS

Knowing when to take matters into your own hands and when to leverage the expertise of a professional service provider is crucial for business owners. It's important to have options when it comes to receiving service, as every industry and every particular business is different.

Whether you'd benefit more from various on-site services or access to a Customer Care Centre over the phone, the important thing is that you have the resources you need whenever you need them. A cash management solutions provider can give you this peace of mind.

COMPREHENSIVE REPORTING

Measurable data is extremely important—you won't be able to generate comprehensive reports without it. Your cash management solutions provider can implement the proper processes, procedures, and systems to guarantee high-quality, quantifiable data.

THIS MEANS REAL TIME REPORTING AND REAL TIME RESULTS FOR YOUR BUSINESS.

BENEFITS: INCREASED EFFICIENCY

Inefficiency is a huge setback when it comes to cash handling. Replacing manual cash handling practices with an automated solution should completely solve the problem, right? Right—but only if it's implemented correctly with a strong emphasis on reporting and data collection.

Proper processes and procedures are essential. How will you know how to improve your business if you're not collecting data or generating up-to-date reports? Successful implementation requires tracking and measuring successes and opportunities for improvement. Your cash management solutions provider can help you successfully achieve your goals with the greatest amount of accuracy and efficiency—using data.



EXPECT IT ALL FROM CASHTECH

CashTech has been helping our customers for 29 years to improve efficiencies, reduce potential money currency losses, increase security, and improve cash flow when dealing with frequent or large volumes of cash, coin or cheques.

We offer a wide range of commercial currency solutions and our experienced consultants help our customers make the right choice for their business needs.

Our service and support covers you wherever you may be within Canada. We have a full-service team of dedicated account managers, project managers, highly-trained field service representatives, repair technicians, and logistics experts to ensure you always have the support you need when it comes to your cheque, cash and coin processing.

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