

Moving from Teller Cash Dispensers to Recycling Technology Transformed the Branch Environment at South Carolina’s Largest Credit Union.

Founders Federal Credit Union is one of the largest and most innovative credit unions in the nation—in fact, they’d been using electronic cash dispensers for nearly 20 years. But after carefully evaluating their teller lines and the cash-in/cash-out levels occurring throughout their branch network, the team realized they could gain valuable efficiencies through switching to full teller automation with Diebold Nixdorf electronic cash recycling (ECR) technology.

Bank Overview




Founders Federal Credit Union

Lancaster, South Carolina
 >210,000 members
 >\$2 billion in assets






30 branches and **2** service centers




CHALLENGES

-  Improve efficiency and speed at the teller line
-  Strengthen member relationships and enable more cross-sell opportunities
-  Drive member satisfaction and reduced lines

SOLUTIONS

-  33 electronic teller cash recyclers installed on teller and drive-thru lines
-  Transformed vault buy/sell process
-  Firstline and secondline maintenance for terminals

IMPACT

-  Tellers spend less time counting cash and can focus more on talking to members
-  Redundant back-office processes have been dramatically reduced
-  The CU is planning to roll out 41 additional ECRs to replace the electronic cash dispensers across their entire network

WHY NOW?

Founders Federal Credit Union prides itself on looking forward to what's next in banking technology. They implemented automated cash dispensers at the teller line across their entire branch network nearly 20 years ago, and were pleased with the reliability and durability of the machines. So while they were reluctant to make a change, as they continued to evaluate the teller and member experience, they realized there were big opportunities to drive efficiencies.

"In the past, we thought we had a heavy cash-out business, and to some extent we do, but the efficiencies we've gained through the ECRs have made us realize how beneficial this technology really is," says Founders Senior VP of Branch Administration, Keith Wilson. "Cash-in and cash-out transactions are both faster, and we've seen a reduction in daily vault interactions by about 10%."

WHO BENEFITS?

Founders teller team has seen a dramatic change in how they manage their time. With the automatic cash dispensers, tellers had to periodically sell cash to the vault (a process that took two tellers off the line for 30 minutes at a time), manage the cash in their drawer throughout the day, and balance and count their cash at the end of the day. Now, says Wilson, about the only time a teller has to handle a bill is if it's damaged. Additionally, he points out, an unexpected benefit is that the ECRs help quickly detect counterfeit bills.

The trickle-down effect of the process changes behind the teller line is the impact the technology has had on members. "Now tellers can do multiple transactions in half the time, and they can shift their attention from counting cash to making the member feel valued, and helping them with their questions," Wilson notes. "Plus, because they don't have to constantly manage the tasks of balancing and verifying transaction amounts, they're naturally more able to focus on our members, engage in more conversations and offer more eye contact. Happier tellers leads to happier members."



WHAT'S NEXT?

"We have a mock teller line in our corporate office where we do new employee training and test out new technology, and we tested Diebold Nixdorf's solution against a competitor, side-by-side in that facility," says Wilson. "Our decision to go with Diebold Nixdorf was an end-user-results driven decision. Our employees liked the speed of the ECRs and appreciated how intuitive they were to work with."

Members have been surprised and delighted by the speed and accuracy of the recyclers, and even veteran tellers have been converted by the benefits of the technology. Founders has already implemented 33 ECRs throughout their teller and drive-thru lines, and plans to replace the rest of their 41 cash dispensers with Diebold Nixdorf ECRs within the next year.