

Founders Federal Credit Union



Joe McCain
Chief Procurement Officer,
Founders Federal Credit Union

“At Founders, we are driven by one thing and one thing only – member service. We are committed to providing the highest level of service to our more than 200,000 members – day in and day out. **Our longstanding partnership with Diebold Nixdorf helps us live up to this commitment.** We remain impressed with their customer-centricity, innovation and service quality.”

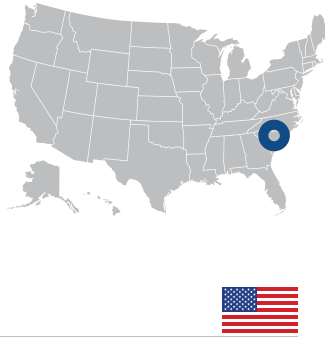
Founders Federal Credit Union
United States

U.S. **\$3** billion in total assets

Approximately **650** employees

30 branches

70 self-service devices



The customer

Founders Federal Credit Union, founded in 1950, provides financial services to any person in a qualifying community and to employees and retirees of select business affiliates, organizations and associations. They are consistently recognized as one of the most innovative credit unions in the United States. They have also been a Diebold Nixdorf customer for over 25 years and have partnered with our Managed Services experts for 15 years.

Over the years they have continuously increased the outsourcing of the management of their self-service channel to Diebold Nixdorf. This has helped streamline the in-house ATM operations staff, who have been redeployed to other parts of the business. Our managed services support has also enabled Founders to minimize investments in expensive management tools and related upkeep costs. As a result of the shift to DN managed services, Founders seamlessly expanded the footprint of their self-service channel, increased the quality of service to consumers and saw a reduction in their total cost of ownership (TCO).

Their objectives

- Remove complexity connected with OS patch deployment and PCI compliance requirements
- Outsource the end-to-end management of cash to a single vendor accountable for cash availability and cost optimization
- Enhance control of security-related risks to protect their brand reputation and their consumers
- Elevate consumer experience by increasing availability and delivering a personalized user journey
- Leverage the power of their self-service channel to increase engagement, drive customer acquisition and strengthen the relationship with existing members



Our solutions

- Supply and installation of Through-The-Wall and Drive-Up ATM solutions including technology upgrades such as ActivEdge
- First Line and Second Line Maintenance powered by DN AllConnect™ Data Engine
- Full suite of managed services including Monitoring & Event Management, Integrated Service Desk Support, Inventory Management, Electronic Journal Retrieval, Software Deployment, Security Core, Cash Forecasting, Optimization & Handling
- Dynamic® Marketing as a Service
- Physical Security

Our impact



Over 99% technical and cash availability + personalized user experience ensures high customer satisfaction



Redeployment of in-house operation staff



Always-on security and compliance



High-performing and cost-effective marketing campaigns



Continuous reduction of TCO

“The management of cash and our CIT provider simply took too much time from our branch and back operations teams. Managing cash efficiently, combined with the need to meet compliance and security requirements, made the process complicated. Transferring the end-to-end cash management to Diebold Nixdorf is a game changer. We now deliver a better member experience and are able to redirect our employees where they add more value while reducing our cash-related costs.”

- Joe McCain, Chief Procurement Officer, Founders Federal Credit Union