



Rollouts Provides Nationwide Service of ATM Services Provider

Scope of Work	ATM Changeover
Geography	Western USA
# of Sites	900
Timeline	30 days

Client Overview

Our client provides electronic funds transfer processing and software, ATM solutions, risk management, and global outsourcing services to financial institutions, electronic funds transfer networks, government agencies and retailers around the world. With revenues of over \$500 million and 4,000 employees, they rank as one of the nation's largest providers of EFT services.

Critical Business Issues for Client

ATMs are owned and controlled by various (and competitive) networks of financial institutions and investors. Groups of ATMs often change hands when there are mergers affecting network owners, or simply when one group buys ATMs from another. When ATMs change ownership, they must be modified, usually through installation of different chipsets and security codes, so that funds and transaction fees are correctly allocated amongst the various parties in the network. These changeovers often happen quickly, with conversion dates creating significant changes in cash flows for buyers and sellers.

Reasons for Critical Business Issues

Retaining different and unrelated onsite technicians in multiple states can add significantly to an ATM service provider's costs.

Missing a conversion date can lead to significant financial consequences. The cost of modifying ATM equipment is a critical consideration amongst network participants when choosing an EFT service provider. Our client needed to insure their ability to manage mass conversions in a scalable and reliable manner without adding overhead.

The Rollouts Solution

Rollouts provides a complete onsite service solution to our client. Technicians are trained to enter a wide variety of ATM locations, including restaurants, bars, hotels, and public facilities. Rollouts provided them with fixed cost pricing so they always know what it will cost to modify a network of ATMs. When they notify Rollouts that they have a new network of ATMs ready for conversion, Rollouts responds with a price within 24 hours.

End Result

Through their affiliation with Rollouts, our client now has access to over 10,000 technicians throughout North America. Rollouts has modified over 3,000 ATMs for our client during the past two years. And as a result, they now have significant additional capacity to handle ATM conversions without having to add to their own field service staff.

Quote: *Rollouts has become an indispensable partner in allowing us to expand services to our customers. They come through every time with the technicians, skill sets, and geographical locations we need.*