

## CHECKLIST: UPGRADING YOUR TELLER CAPTURE TECHNOLOGY

Is it time to upgrade your teller capture technology? Rather than wait for their end of life or a significant decline in performance, use this checklist to determine your next steps.

### ✓ Technology Roadmap

Leading financial institutions are strategically building greater intelligence into their branch technology, allowing for better functionality and device management.

#### Critical Questions

- What features or functionality are you missing by retaining legacy equipment?
- Do your check scanners and other devices have the power to perform in a virtual environment?

### ✓ Productivity

Aging teller capture devices are less dependable and negatively impact productivity and customer satisfaction. Every day, there's a chance they can fail during customer transactions, which can distract tellers from fully addressing customers' needs.

#### Critical Questions

- Are your current devices slow to scan or print?
- Do your devices have the necessary upgrades that help maintain peak efficiency?
- Do your scanners have high exception rates due to poor image reads?
- Do your printers produce high quality receipts and transaction records?

### ✓ Maintenance

Have you recently evaluated your ongoing repair costs versus the purchase of new equipment? Even with extended warranties and repair contracts, your legacy equipment's value and performance diminish significantly over time. It's essential that you understand the total cost of ownership and decide if it makes sense to invest in new technology.

#### Critical Questions

- Do you know the trade-in value of your current devices?
- What is the status of your warranty contracts?
- What is the cost for new technology when applying a trade in?

## ✓ Branch Look and Feel

Financial institutions are revamping branch floor plans and interior designs to create differentiating customer experiences. Although your equipment's performance may be acceptable, the wrong look and feel can clash with the overall branch appeal.

### Critical Questions

- Do your check scanner and receipt printers complement the current look and feel of your branch?
- Would stackable check scanners and printers be the best configuration for your branch?

## ✓ New Business Model

Many banks and credit unions are adopting business models that foster innovative customer service and strategic relationship building. As a result, their hardware requirements have changed. With branch personnel focused on both traditional and complex, high-touch transactions, it is imperative that teller equipment performs seamlessly.

### Critical Questions

- Is your equipment easy to use and maintain?
- Do your current devices have high downtime rates?
- Are branch personnel satisfied with the performance of your teller capture equipment?

## Need Help Planning Your Teller Capture Upgrade

Reach out to Aaron Hodge at 470-865-6066 or visit [www.btg-us.com/aaron-hodge.html](http://www.btg-us.com/aaron-hodge.html).