

ABC Currency Solutions





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ATM preventative maintenance results in higher performance and reduced costs

“You could see how much work went into understanding the device and how we would approach cleaning it. Each of the tools and applicators was shown to be perfectly designed for the ATMs. It is the best cleaning kit I’ve ever seen on the market.”

Lee Smith,
Sales Manager
ABC Currency Solutions



BACKGROUND

ABC Currency Solutions, an expert in coin and cash handling devices including ATMs, Self-Service Kioks, and Teller Cash Recyclers, needed a better way to keep their customers devices performing between service visits.

OBJECTIVES

To reduce downtime, errors and service costs, ABC knew they needed customized tools that would provide a consistent outcome.

SOLUTION

ABC decided to test KIC products for ease-of-use and effectiveness on the deposit ATMs they service. Together with KIC’s team of technical cleaning experts, they structured a cleaning program that would allow them to measure the results before and after cleaning.

METHOD


Testing was conducted with service technicians on targeted devices over the holidays and winter months to capitalize on high device usage and extreme weather conditions. A corrective action program was implemented to use the cleaning products on every service call, whether the devices required it or not.




45%
Reduction in number of service calls overall



93%
Reduction in Check Image Issues



56%
Reduction in Card Reader Errors



5-10
Minute reduction in time it takes to thoroughly clean devices

RESULTS

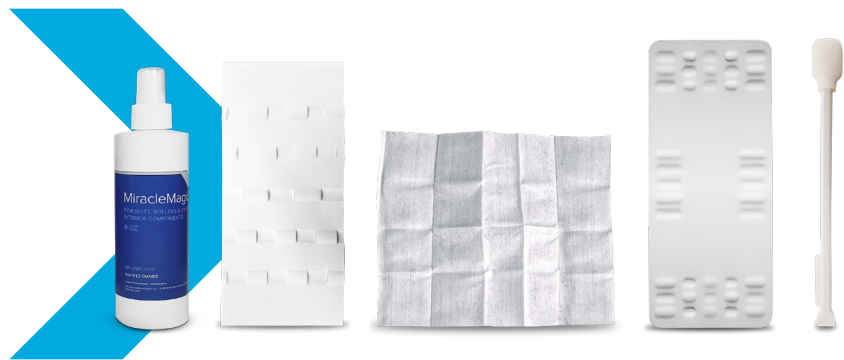
ABC experienced significant improvement in keeping the devices operational and saw a reduction of service-related costs. The test proved that having a regular cleaning program is critical to device performance. Though the number of transactions nearly doubled over the test period from the previous period, the pilot showed the number of service calls, errors and costs for spare parts was reduced. Technicians were able to clean easier, faster and better than previous methods.

STATISTICS

After 5 months of regular cleaning, ABC saw striking results in the number of service calls, time on calls, and amount of errors for card readers and check scanners.

CONCLUSION

ABC had enormous success with the cleaning agent, MiracleMagic compared to what they had been using. The pre-saturated cleaning cards delivered the right amount of the cleaning agent. ABC technicians loved the card reader card, the Swisel and wipes and claimed they made areas previously unreachable, accessible to cleaning.



KIC creates proprietary and patented cleaning solutions designed to enhance the performance of tech devices in fast-growing industries. We adapt our innovations to specific devices, powering the world's most successful businesses in Banking, Retail, Healthcare, C-Stores, and Gaming. Leveraging 20+ years' experience and 50+ OEM relationships globally, KIC's exclusive programs and products deliver enhanced business performance and unmatched customer experiences.