



## JOHNSON FINANCIAL GROUP

Integrated cash recycling solution a cornerstone for branch transformation

### Integrated solution for branch transformation

Johnson Financial Group knew cash recycler technology should serve as a key element of their showcase branch. Yet previous experience with this type of technology yielded unimpressive results; so, the bank turned to FIS and their cash recycler partner, ARCA, to deliver a better return on their investment.

After seeing a demonstration of an integrated solution at FIS' campus in Milwaukee, and following up by checking references, Johnson Financial Group gave the nod to move forward.

The ARCA cash recycler solution from FIS delivered on all Johnson Bank's key buying criteria:

- Integration with the IBS TellerInsight platform
- Reliability and stability
- Cost effectiveness
- Ease of support and ability to meet the bank's Service Level Agreement

The hardware itself complemented the open floor-plan design, teller cash bar, and universal banker model used within Johnson Financial Group's showcase branch. The location serves as a new technology pilot for other Johnson Financial Group locations.

### The bank:

Johnson Bank is a part of Johnson Financial Group, a privately held, full-service financial services company, based in Racine, WI. They offer expertise in banking, wealth, and insurance using a team approach to provide personal and business customers with the most responsive and comprehensive custom solutions available. The \$5 billion company employs more than 1,100 associates.

## Value quickly established

According to Celent research, cash recyclers automate teller cash transactions and reduce significant manual cash counting and movement from vault to till and back. This quickly proved to be the case at Johnson Financial Group.

## Benefits of the solution

The team of Beth Hokanson, Vice President of Core Banking Systems, and Jessica Pichelman, Business Analyst of Core Banking Systems, worked easily with the team from FIS to implement the cash recyclers in their showcase branch in Kenosha, Wisconsin. In the first months following the installation, they carefully noted the benefits the integrated solution provided. The results from the implementation were impressive:



The cash recyclers reduced variances at the branch to an average of \$30 per month. This was an improvement rate well over 100 percent.



Buy-sell transactions at the branch were reduced by 50 percent.



Referral volume at the branch was up after implementation and continues to trend upward.



The technology saves several hours per week in night drop processing and vault trips.



A client survey found 67 percent of the bank's customers were impressed with the new design of the branch with the new cash recyclers being foundational to that effort.

## The Solution:

The FIS Enterprise Sales and Service team collaborated with our technology partner ARCA to provide an integrated cash manager solution implemented in Johnson Financial Group's branch transformation.

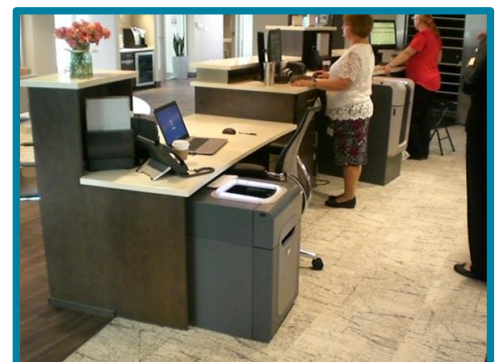
## Results:

- Reduced variances at the branch to an average of \$30 per month, a significant improvement rate well over 100 percent
- Reduced buy-sell transactions at the branch by 50 percent
- Increased referrals initially in the branch with upward momentum continuing
- Saved hours per week in night drops and vault trips

When Jessica Pichelman described the value of the integration provided with this solution she noted,

**“The integration with IBS TellerInsight gave our tellers peace of mind by eliminating extra keystrokes, an additional log in, and extra steps in balancing at the end of the day.”**

Fitting into the environment Industry analysts expect continued adoption of this technology as “cashless” branches become the norm. The look and feel of the solution provided a fit for the bank as well. Adjacent is a picture of the integrated recycler installed at Johnson Financial Group's newly remodeled branch.



## In summary

Johnson Financial Group has found the vault features and security of the technology fulfilling their requirements. Moreover, the cash recycler solution met the bank's criteria for Citrix compatibility.

Overall, Johnson Financial Group has been quite pleased with their decision to turn to FIS and ARCA for a comprehensive solution. Beth Hokanson summarizes Johnson Financial Group's experience with the cash recycling solution as follows,

*“The fully integrated ARCA cash recycler solution implemented by FIS aligned perfectly with our remodeled branch both from a functional perspective as well as in appearance. We are very happy with the performance, reliability and integration provided by IBS TellerInsight. This is truly a complete offering.”*

Johnson Financial Group plans to continue evaluating the cash recycling solution and look for opportunities to introduce the technology into other branches within their retail network.

## Contact us

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