

Case Study

Enhance Performance through Cleaner Technology

Top U.S. Bank Sees Clear Results and Customers Reap the Benefits

Background

One of the top financial institutions in the U.S. was looking at how it could more efficiently operate its check scanners. The use of check scanners in the branches allows tellers to remain focused on customers instead of on transactions, but as dust builds up through normal use, the function of the scanner can be impaired.

Objective

To evaluate best practices, the bank decided to conduct a study of regular scanner cleaning and determine how it could improve operations.

Solution

That's when the bank reached out to the maker of their check scanners, Panini. Their expertise as a leading check scanner manufacturer gave them unique insights on how to eliminate the dust and ink that can lead to image quality issues, scanning errors, piggybacks, and jams.

Method

After evaluating the bank's goals, Panini recommended a cleaning program using products designed specifically for their scanners. The proprietary cleaning cards combine Waffletechnology® and WonderSolvent™ to safely and effectively remove contaminants that build up during normal use, allowing scanners to perform at their peak.

Results

At the end of 30 days, scanners that were not cleaned experienced almost TWICE* the number of errors as the scanners that were cleaned. Correcting those errors meant that ONE HOUR per day, per branch, was added to the customer wait time. By allowing tellers to remain focused on the customer instead of correcting scans, the cleaning program provided a new level of customer experience, increasing retention and encouraging new referrals.

"The impact of scanning errors is felt on many levels in an organization, but very few people realize those issues can be prevented with a simple cleaning."

Bart McMannon, Channel & Product Manager, Panini

*85% more errors without cleaning

Statistics

Without Cleaning Program



Conclusion

Regular cleaning of the check scanners at the bank using cleaning cards with WaffleTechnology® and WonderSolvent™ prevented scanning errors, eliminated data processing corrections, and reduced service calls. Most importantly, it kept tellers focused on the customer and increased transaction speeds, improving the customer experience.

About Panini

Founded in Turin, Italy, Panini has enabled clients to capitalize on shifts in the global payments processing market for over seventy years. Panini has a rich history of technology innovation, leveraging the company's expertise in research & development. Panini's market leading solutions are based on state-of-the-art engineering resources and ISO 9001 quality certified production. Panini offers check capture platforms which enable customers to fully realize the advantages and efficiencies available with the digital transformation of the paper check, resulting in the world's largest deployed base of check capture systems, now exceeding one million devices. Panini's scalable solutions address the complete range of distributed check processing opportunities including teller capture, back-counter capture, remote deposit capture, check cashing and remittance processing. The company operates on a global scale, and has direct subsidiaries in the United States covering North America and in Brazil covering Latin American markets.