



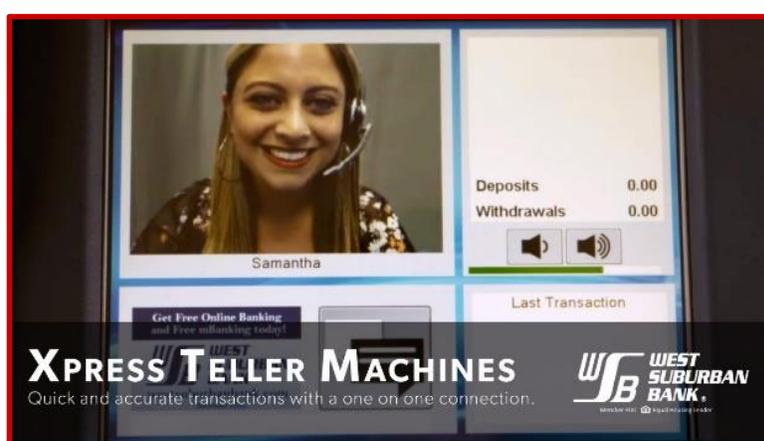
## Case Study: Increasing ITM/ATM Uptime and Availability with Service and Support

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### ***Investing in the Community***

West Suburban Bank has always had a strong commitment to the community, offering a superior level of service and responsiveness since 1962. The bank's management team believes reinvesting in services and technology offers customers throughout the Chicagoland area more banking options.

As part of their community reinvestment program, West Suburban Bank was an early adopter of video technology. The bank replaced their traditional pneumatic tube systems by launching an interactive teller program, branding the assisted self-service devices as [WSB Xpress](#). They have over 80 NCR ITMs deployed to serve customers in a 38-branch network.



### ***The Right Support Partner is Everything***

According to Matt Acker, Senior Vice President of Consumer Banking, for ITMs to be successful, working with the right technology partner is essential. After encountering difficulties with their previous vendor, West Suburban looked for a new partner – **one who had taken this complex solution and created a winning formula for success with training, support, and service.**

## ***Partnership Impacts Uptime and Availability***

West Suburban decided to make the switch to QSI, NCR's largest financial partner. QSI took over ITM support and worked methodically to resolve every outstanding issue. According to Acker, making the switch to QSI was "one of the easiest changes we've ever made. QSI has done a great job, and we are very pleased with them."

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Uptime is an important metric for the bank. After switching to QSI, West Suburban saw a measurable increase in uptime, and their ITM network now runs much more smoothly.

Acker credits much of the success at increasing uptime and availability to QSI's highly skilled root cause analysis, and a strong partnership with NCR.

"Prior to QSI our vendor struggled to resolve issues, largely because they no longer had the direct relationship with NCR. **With QSI we were able to identify issues and pinpoint solutions promptly.**"



**NCR Partner  
Network**

Platinum Solution Provider

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