

Cleaning for Performance

Top U.S. Bank Sees Clear Results and Improves Customer Experience





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“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



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 keyed entry, but as dust builds up through normal use, the function of scanners 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

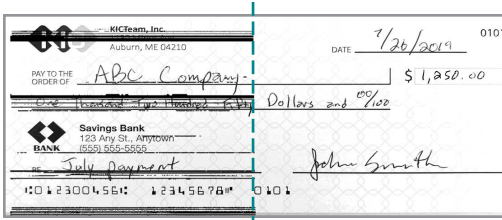
That’s when the bank brought in the experts at KIC, whose detailed understanding of customized device cleaning made them the obvious choice for the project. Their expertise gave them unique insights on how to eliminate the dust and ink that can lead to image quality issues, scanning errors, piggybacks, and jams.

METHOD

After evaluating the bank’s goals, KIC recommended a cleaning program using products designed for their specific brand of 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.

85%

increase in scanning errors in neglected scanners



Check image from a neglected scanner

Check image from a cleaned scanner

RESULTS

At the end of 3 months, scanners that were not cleaned experienced almost **TWICE** the number of errors as the scanners that were cleaned. Correcting those errors meant that **THREE QUARTERS OF AN HOUR** per day, per branch, was spent on manual entry and away from the customer. By allowing tellers to remain focused on the customer instead of correcting scans, the cleaning program provided a new level of customer experience.

STATISTICS

After the 3 month study, KIC and the bank compared how scanners that were not part of a cleaning program compared to scanners that were regularly cleaned. In every area, the neglected scanners did not perform as well as their cleaned counterparts.

3/4

hour per day, per branch of added customer wait time

Cleaning saves an average of 3.3 seconds per scan. With an average of 200K scans every year, a branch is able to return approximately a three-quarters of an hour a day back to the customer experience.

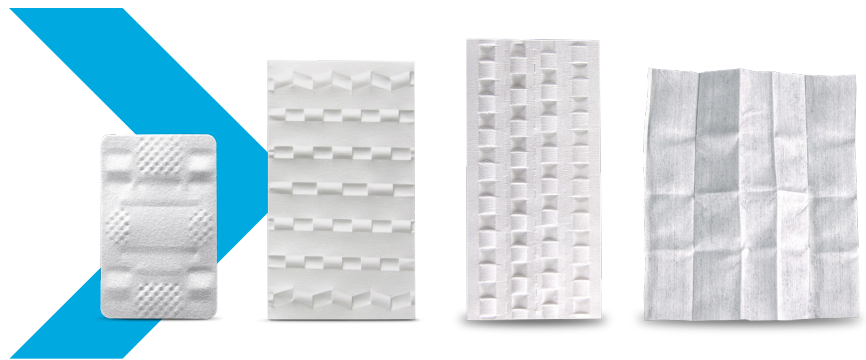
CONCLUSION

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 customers and increased transaction speeds, improving the customer experience.

50%

more repairs needed on neglected scanners

Scanners that weren't cleaned needed to be serviced more often than those that were part of a cleaning program.



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.