



## CASE STUDY: Colleges & Universities

# College improves access to cash on campus with improved ATM services

*“Access Cash is 5 out of 5 stars for service and quality.”*

— Roch Lafond, Manager Parking, Lockers, Coin-Ops & Card Services, Algonquin College

### Background

Situated across three campuses in Ottawa, Pembroke and Perth, Algonquin College provides an extensive range of hands-on learning programs, offering degrees, advanced diplomas, diplomas, graduate certificates and certificates to over 20,000 full and part-time students.

### Business Challenge

Prior to partnering with Access Cash, the college had a contract with another ATM service provider, and they experienced issues with machines being down for months at a time, technician's not showing up, and there was no monitoring system in place to alert college staff if an ATM was out of order or out of cash.

### The Solution

When their ATM contract came up for renewal, the college ran a competitive bid process in search of a turn-key ATM services provider and they selected Access Cash as their provider of choice. Access Cash provisioned 7 ATM's including a Bank of Montreal (BMO) branded ATM. “Our students have a BMO branch a block away, so they like the convenience of having a BMO ATM onsite,” says Roch Lafond, Manager Parking, Lockers, Coin-Ops & Card Services at Algonquin College.

Under a Plus Plan partnership, Access Cash provides professional cash loaders (which includes provisioning, cash loading, balancing, and forecasting of funds) for all ATMs and consumables, while the college receives a percentage of the surcharge revenue.



### SUMMARY

**Region:** Ottawa, ON, Canada

**Industry:** Colleges & Universities

#### Business Challenges:

- Lack of a monitoring and cash forecasting system
- Machine uptime

#### Solution:

- 7 ATMs, and 1 bank branded ATM provisioned under a Plus Plan which provides remote monitoring and responsive cash loading

#### Key Results:

- Exceptional Service Levels with 24/7 Technical Support
- (99.9% ATM processing uptime)
- Cash Forecasting & Reports Portal
- ‘Awesome’ Account Management
- Satisfied Client Base

Access Cash is also able to actively monitor ATM activity on a daily basis using its proprietary software, which provides real-time transaction data, ensuring the most current information possible regarding the cash balance and status of each ATM, and which powers a customer facing portal. Access Cash's software also analyzes past transaction trends in order to predict future cash requirements and replenishment cycles. This active approach to cash management ensures that ATMs are loaded with funds should there be a sudden increase in the demand for cash.

## Key Outcomes

### Exceptional Service Levels with 24/7 Technical Support

"I was floored with the service," says Lafond. "We get a call if a machine is down and it's back up within 24 hours." Since partnering with Access Cash, Lafond and other Algonquin staff have experienced exceptional results including being able to login to review detailed transaction reports for each ATM in order to balance ledgers, etc.

### Cash Forecasting & Reports Portal

Lafond says he rarely logs into the portal to view reports, but when he does it's very easy intuitive and easy to use. "Our finance admin usually logs in to review reports to balance our ledger with our agreement," adds Lafond.

### 'Awesome' Account Management

On top of the great service, Lafond says the ongoing support from his dedicated account manager over the years has been 'awesome'.

### Satisfied Client Base

As it's a 10 minute walk to the nearest banks, access to cash on campus is critical for students, staff and visitors. "We run Net Promoter Scores in departments, and our ATMs never show up as a negative experience", concludes Lafond.



## About Access Cash

Access Cash is Canada's market leader for ATM and cash distribution network services. With offices across Canada and in the US, Access Cash has a strong North American presence, managing more than 10,000 ATMs and making cash accessible and affordable to cardholders everywhere under the Access Cash™ brand in Canada and as CashNGo™ in the United States. Access Cash offers its proprietary advanced platform for cash distribution network management, as a Software as a Service (SaaS) solution for banks and retailers under the Perativ™ brand. As recognized experts in efficiently managing cash distribution networks, cash inventory, and SLA monitoring across a diverse mix of businesses and industries, our clients include banks, big-box retailers, hotels, and small/medium-sized merchants.