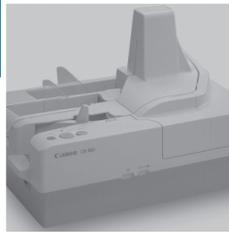


Technology Solutions



ATM Solutions



Armored Solutions



## Service Solutions Overview

### Service Solutions Is Who We Are

Edge One's Service Solutions division is the leading provider of financial equipment maintenance in our region. From its beginnings as an ATM service provider over seven years ago, Service Solutions has grown exponentially to become THE premier supplier in a multi-state footprint. We install and service an extensive array of financial equipment, including ATMs, scanners, printers, proof machines, check encoders and money counters. In addition, we offer a wide variety of service options, from depot maintenance to time and materials to extended hours contracted services. With a dedicated Customer Service Center and five operations hubs strategically located throughout our service area, Edge One's Service Solutions provides an unparalleled level of service to our rapidly expanding customer base.

### Why We Should Be Your Service Solution

As a locally owned and operated company, Edge One understands our marketplace and the unique needs of our customers. We built Service Solutions from scratch, tailoring every facet of the organization to provide the ultimate service standard in the industry. Our customer focused approach to doing business has enabled Edge One to achieve superior growth compared to OEM's and other national providers.

Many of our valued customers have provided us with excellent references, including the key reasons they do business with Edge One's Service Solutions division:

**Experience:** Edge One has the largest, most knowledgeable and highly trained field service force in our market. Our technicians possess a combined 500 plus years of ATM and scanner repair and maintenance experience. With the size and depth of our service force, it is Edge One's policy to assign the same technician to customers' equipment whenever possible. By getting to know our customers and their equipment, our associates provide them with personalized service that continuously exceeds their requirements.

**Quality:** Edge One is an authorized NCR ASSP (Authorized Sales and Service Provider) and a Tranax ASP (Authorized Service Provider). We are also a certified to service Canon scanners and Maverick encoders. This means we receive factory certified training, as well as level two support on a priority basis, from our core vendors.

With the number of skilled technicians on our team located throughout our service area, Edge One offers faster response times, better first call success rates and superior communication. Customers who choose our combined first and second line service package rarely have to place more than one call to resolve an issue—a feat unmatched by our competitors.

**Customer Service:** Edge One's Customer Service Center is far more than a simple dispatch center. Our trained and experienced customer service team works with on-site personnel and/or Edge One's first line providers to "kill" every call possible over the phone, maximizing uptime and customer satisfaction. To ensure nothing slips through the cracks, the team performs a review of open service orders each afternoon. They also run a weekly analysis of repeat calls to identify and resolve recurring issues, preventing potential downtime.



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**Technology:** Our state-of-the-art tracking software enables us to view and analyze service history, which provides the information necessary to deploy the proper resources to a customer's site. Edge One's web portal provides a link to our tracking software, enabling customers to place and verify the status of service orders at any time.

**Complete Integrated Package of Products and Services:** Edge One's four divisions, ATM Solutions, Armored Solutions (AKA BigTen Armor), Service Solutions and Technology Solutions, enable us to offer an integrated package of products and services to our customer partners. Our extensive product assortment includes ATM sales and service, first and second line hardware maintenance, cash-handling services, imaging solutions and leading edge multi-application software platforms. With such a broad product mix, a full range of service options and a reputation for excellence in all aspects of our business, Edge One is truly a "One-Stop Shop" for all of our customers' requirements.

**Whatever It Takes:** This philosophy is the key differentiator in our business model. But it is much more than that—it is a way of life for each Edge One associate empowered to make decisions that will yield the highest level of customer satisfaction.

### *Our Service Solutions Product Portfolio*

**As a full-line financial hardware maintenance provider, Edge One offers a complete range of services to meet our customers' diverse needs. Our core product assortment includes:**

**Depot Maintenance:** Depot maintenance is ideal for smaller products that are easily replaced on a "plug and play" basis. Examples include scanners, check encoders, money counters and printers. Edge One services many brands of each type of equipment. For multiple machine/location contracts, we offer a "Hot Swap" program that helps to minimize downtime. Depot service options include contract and time and materials rates. In either case, we promise quick turnaround time, usually within 48 hours.

**Time and Materials:** Edge One provides on-site time and materials service work for a variety of financial equipment types and brands. Our skilled technicians carry diagnostic equipment and common spare parts for ATMs, scanners, passbook printers, check encoders and proof machines, enabling them to conduct routine maintenance and/or resolve problems in one visit.

**Contracted Services:** Our Service Solutions division offers contracted services for a guaranteed annual rate on most makes and models of financial equipment. The guaranteed annual rate includes all parts and service, regardless of the number of service calls required or parts used. Contracted service coverage options include standard, extended and extended plus hours. Our contracted services alternatives provide our customers with the broadest selection and best value available in the marketplace.

**Custom Maintenance Programs:** In keeping with our "Whatever It Takes" philosophy of doing business, Edge One routinely works with customers to develop unique programs to meet their specific requirements. This approach to doing business has earned us the privilege of serving valued customers year after year, as well as the opportunity to work with new customer partners.



**EDGE ONE**

Simplifying Business.  
Integrating Technology.

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