



BANK OF NEVADA USES EQUIPMENT MANAGER SOFTWARE TO PROVIDE BETTER SERVICE TO ITS CUSTOMERS

CUSTOMER BACKGROUND

Headquartered in Las Vegas, Bank of Nevada is structured as a “super community bank” providing a broader product array and larger credit capacity than a traditional community bank. A staff of experienced relationship managers serve as a single point of contact for Bank clients. Through their dedicated single relationship manager, clients have direct access to senior level banking professionals and concierge-style personal service for business and personal banking needs.

At Bank of Nevada, they have the capacity to meet the lending needs of virtually any size business. They also assist businesses with a full array of cash management services including Nevada’s only locally-based lock box service, a central cash vault, and electronic banking. For added time-saving and convenience, business clients also benefit from their courier service, as well as their new remote deposit service, “e-Deposit”. Bank of Nevada’s commitment to personal service began when the Bank was founded in 1994. Bank of Nevada now has assets of approximately \$3 billion.

BUSINESS ISSUES

Bank of Nevada provides a unique service to its business banking customers. They have a fleet of 22 couriers that make routine scheduled pick up and delivery of non-cash deposits. Each banking customer is assigned a set of secured deposit bags. They have over 3,000 individual deposit bags that need to be tracked from the pick up at the customer site to the drop off at the vault, and back to the customer after the transaction is completed. This process requires a great deal of coordination and planning in order to execute while maintaining the highest level of customer satisfaction. Add this challenge to managing 22 drivers, 1,500 customers, and an inventory of over 3,000 bags and you can easily begin to appreciate the amount of work and effort required to keep their customers satisfied.

XCELIWARE’S EQUIPMENT MANAGER SOLUTION

The only solution that made sense for Bank of Nevada would need to support the management of routes and drivers, and the ability to track every single package movement. The system they selected combines the flexibility of a Microsoft SQL based Delivery and Package Tracking Software with the power and mobility of handheld bar code scanning technology. Xceliware’s Equipment Manager tracks the movement of every package and courier on a daily basis. The software uses mobile handheld wireless computers to scan and capture critical data points throughout Bank of Nevada’s process.



“Equipment Manager Software helps us to maintain a competitive edge in our market by providing consistent and reliable delivery services to our business banking customers. Our courier service is a unique offering in the banking world.”

Sam Ernest
Courier Manager
Bank of Nevada



For more information visit WWW.XCELIWARE.COM