

Process Redesign

We stood back to look at our entire process and decided to have our operators specialize in the three key steps in the process.

For the first step, image capture, we use sophisticated NCR and Canon imaging machines and changed how we used them from batch mode to continuous operation.

Our operators were able to increase throughput to as many as 10,000 items per hour. These images are sent as X9.37 image deposit files to what's called a remote capture server that's run by our strategic partner WAUSAU Financial Systems.

The server processes the images through what's known as Courtesy Amount Recognition (CAR)/Legal Amount Recognition (LAR) software that uses intelligent character recognition technology to recognize, interpret and analyze the image files. This CAR/LAR image processing reduces the work needed to key in amounts by reading the courtesy

and legal amounts written on checks. It automatically enters this information into the run file. If the check images are correct, they are sent to the financial institutions and their customers' deposits are verified.

But if images need a closer look, they're sent back to our operators for a second step, which is to key in those items that need verification of entry amounts and correction of any errors. For this step, our operators can process up to 1,300 items per hour.

The third step is to balance and adjust accounts for any mis-reads or mis-calculations. These operators know how to look for the most common errors and can correct them the fastest. They can process up to 1,000 items per hour.

The Triple-Win

1ST First, our faster high-speed imaging process has increased our overall throughput speed by 50 percent, which has enabled us to handle the much greater volumes we faced after the Bank of America cash vaults outsourcing agreement.

2ND Second, we're able to save financial institutions millions of dollars in capital expense that new technology would require, given that much of what they have now needs replacing due to age. Many financial institutions were reluctant to replace their infrastructure because the use of checks continues to fall by about six percent every year. Instead they are increasingly turning to GardaWorld Cash Services to handle their check imaging on a piecework basis, so they only pay for the service volumes they need and no more.

3RD And third, for financial institutions and their commercial customers, the combination of our imaging services and our armored transport services provide an end-to-end solution, from picking up cash and checks to safely transporting them to imaging them – a single chain of custody without any touch points needed by the financial institutions.

Triple-wins are about as rare in business as a trifecta in horse racing. But with GardaWorld's high speed imaging advantage, financial institutions saving on cash and check management and their clients improving their

own cash flows, everyone's a winner. To find out more about how we can help you, visit our website at garda.com/cashservices or contact your GardaWorld Cash Services representative.