



TEST YOUR SERVICE TEAM

USE THIS CARD TO FIND OUT HOW YOUR SERVICE PROVIDER COMPARES.

FINDING A GOOD SERVICE PROVIDER IS A CHALLENGE (UNLESS YOU'RE ALREADY WORKING WITH DBSI).

RESPONSE TIME

When you send a call for a tech to service or perform PM on a machine, how quickly do you get a response?

LEVEL OF TECH EXPERTISE

When you're sent a tech to help perform maintenance, how knowledgeable are they in their field?

TECH DEMEANOR

When a tech is on site, are they friendly, communicative and thorough?

RESOLUTION

Once a tech begins their work, do they finish in an efficient and timely manner?

UPTIME

Once maintenance is completed, how long does your equipment stay functional?

	EXCELLENT	GOOD	FAIR	POOR

SERVICE REPORT CARD

GRADING RUBRIC

SERVICE TEAM RATING

MOSTLY "EXCELLENT"

EXPLANATION

Your service provider(s) maintain excellent performance in both the office and in the field. They are great with communication, send the best technicians, and are very efficient overall.

MOSTLY "GOOD"

Although there is room for improvement, your service provider(s) are good at delivering fairly consistent, quality service in both the office and in the field. Their communication is decent, their technicians know what they're doing, and they are good overall.

MOSTLY "FAIR"

It's time to start thinking about replacing your service provider(s). They often fall short of quality expectations with a lack of communications, often inadequate technicians, and can almost never guarantee efficiency in their service.

MOSTLY "POOR"

It's time to replace your service provider(s). They always fall short of quality expectations with poor and often frustrating communications, technicians that do not provide quality level of work, and are never efficient in all aspects of service.

EVALUATION



DBSI'S REPORT CARD

CONTACT DBSI
TO GET MORE EQUIPMENT UPTIME!

855.ASK.DBSI

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GOOD

FAIR

POOR



- 1 Quick and trustworthy service, with phone response within 45 minutes and average site response at 4 hours
- 2 Technicians specialized in ATMs, ITMs and teller cash recyclers - that's all they do and they're well-armed with the knowledge and skills to fix the problems
- 3 Professional and mess-free
- 4 Strategic and efficient installation with minimal interruption to business
- 5 Intense commitment to a first-time fix rate, while ensuring optimal equipment longevity



WHAT OTHERS SAY ABOUT DBSI

"DBSI has been a great partner. They have been flexible with installation dates and provided one-on-one training for our front-line staff during installation. Service calls have been resolved timely, and they have been able to troubleshoot over the phone for most situations."

Texas Trust Credit Union

"We could not have asked for a better install team than DBSI! They show up on time and they really know their stuff. We have been very pleased with the entire process start to finish. I fully recommend DBSI."

Altura Credit Union

"DBSI delivers on what they commit to. Keeping our recyclers up and running is just as important to DBSI as it is to us. Plus, we trust them because we know their recommendations will be right."

OnPoint Community Credit Union