

Banking Success Story – PC Lifecycle Refresh

Keeping the Branch Network Open for Business

Customer – Confidential

A National Retail Bank Strengthened Branch Uptime and Sped New-Branch Openings with Help from Barrister

Barrister provided field technical support services for a national retail bank, helping it keep branch technology running and stand up new locations quickly. Across a footprint of more than 900 branches, Barrister delivered on-site break-fix support for teller-line equipment and a nationwide install, move, add, and change (IMAC) capability that supported the bank's branch growth and consolidation strategy.

"Our branches are where we meet our customers, and technology downtime at the teller line was downtime we couldn't afford. Barrister's partnership let us hold a consistent standard of service across every market we served." — Vice President, Retail Technology

Reliable break-fix support at the teller line

A branch cannot transact when a receipt printer, check scanner, cash recycler interface, signature pad, or teller workstation goes down. When equipment failed, the bank's service desk triggered a dispatch to Barrister, and a qualified field technician responded on site within the agreed service window to diagnose and resolve the issue. Technicians carried the most common spare parts, worked from OEM service materials, and confirmed the branch was fully operational before leaving the site. Just as important, they captured the root cause of each failure and shared it back to the bank so recurring issues could be designed out over time.

"Barrister's consistency of service and branch-first focus improved our equipment uptime and gave our branch managers one less thing to worry about." — Branch Operations Manager

A nationwide footprint that supported branch growth

The bank's expansion, relocation, and consolidation activity depended on getting new branches transaction-ready on a tight schedule. Barrister's distributed workforce covered both metro areas and whitespace, so the bank could open, move, or refit a branch anywhere in its footprint without assembling a new local vendor each time. For each IMAC engagement, Barrister's technicians deployed and cabled workstations and peripherals, verified connectivity to the bank's network, staged and tested

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equipment against a standard branch build, and handed a clean, documented environment to the branch team on opening day.

"When you manage a footprint this large, you need suppliers who are flexible. Barrister was able to work with our schedule instead of the other way around." — Vice President, Retail Technology

A single, accountable model across every market

Rather than coordinating dozens of regional providers, the bank worked with Barrister as a single accountable partner for branch field service. A dedicated project manager coordinated scheduling, parts logistics, and reporting, and Barrister staffed each region with technicians who were screened for capability on the bank's specific equipment before they were activated for service. This consistency meant a branch in a small town received the same standard of service as one in a major metro.

Transparency and shared performance metrics

The relationship was managed against clearly defined service levels and shared reporting. The two companies held regular calls and shared access to performance dashboards, so both sides could see the calls requested, the location, the response and resolution times, and the trends that informed continuous improvement. Working this way, Barrister reduced average on-site resolution time from more than 40 hours to under 30 hours across the branch network, directly improving branch uptime.

Results

Barrister sustained an average SLA compliance of 97% on branch break-fix services, supported more than 900 branch locations nationwide, and completed new-branch IMAC readiness inside the bank's standard ramp-up window. Monthly custom reporting gave the bank full visibility into performance for the life of the contract.

A partnership that promotes growth

Barrister's field engineers and service professionals are experts at keeping distributed technology running and standing up new locations quickly, so financial institutions can focus on serving their customers. Barrister Support Services are tailored to the specific business needs, challenges, and infrastructure of each customer. With an exceptional Net Promoter Score (NPS) of over 90%, Barrister has the proven track record and customer loyalty required to help position banks for growth and long-term success.