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## Welcome to Advent Update

In this issue we are highlighting service. At Advent, we provide onsite service for the equipment in your branches. Our service mission is to keep your equipment operating to allow you to better serve your customers. We believe that quality service is our advantage

Thank you for your continued business! We appreciate the opportunity to work with you and look forward future endeavors.

Best regards,



David Thomason  
President  
410-850-5400 ext. 228  
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## Faces of Advent

**John Ray**, Operations Manager



If you have been an Advent customer for very long you probably know John. He is responsible for operations including project management, quality control, the "equivalent to new process", inventory control, parts repair, tech support and technical training.

John is in his eleventh year with Advent.

John can be reached at 410-850-5400 ext. 235 or by email at [johnray@advent-inc.com](mailto:johnray@advent-inc.com).

## The Advent Advantage

### TOTAL CUSTOMER SATISFACTION

Advent is not satisfied until you are. Your complete satisfaction is our first priority. When you call with a service need or question, you receive prompt, courteous attention. Our management & staff will proactively address service issues and discuss any of your changing service requirements.

from the Advent Update mailing list.

#### QUALIFIED AND EXPERIENCED STAFF

Advent technicians have been selected because of their extensive experience with financial equipment. Our technicians have been trained to provide service on a wide variety of banking equipment. The Advent management team is experienced in managing technicians, managing parts inventory and resolving equipment problems.

#### LOWER COSTS

Advent contract and hourly bill-work rates for ATM and Security Equipment are considerably less than our competitors. Additionally, Advent has both an extensive parts inventory and an in-house depot repair center, all working to provide you with the parts and equipment that you need at a very competitive price.

#### LOCAL AND INDEPENDENT

Advent management is locally based, enabling us to respond to changing market conditions and your service needs. As a regional company, we are devoted to the Mid-Atlantic financial community.

#### RESPONSIVE

Our primary objective at Advent is to maximize the availability of your equipment by providing rapid response and minimizing unnecessary downtime. We accomplish this by staffing according to need. We feature an online dispatch system to ensure calls are received and a trained technician responds to all service requests in a timely manner.

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## Product of the Month – ATM Maintenance



We provide 1<sup>st</sup> and 2<sup>nd</sup> line maintenance services for all ATMs. Our primary objective is to maximize the availability of your equipment by providing rapid response and minimizing unnecessary downtime.

Our contract rates for ATM maintenance are considerably less than our competitors. Additionally, Advent has both an extensive parts inventory and an in-house depot repair center, all working to provide you with the parts and equipment that you need at a very competitive price.

[Click here for more information about Advent ATM Maintenance.](#)

## Equipment Maintenance Services



**We provide a single source solution for your maintenance needs.**

Servicing equipment and being qualified to provide service can be two very different issues. Our technicians are trained and qualified to service most bank equipment and are supported by our Technical Support Group. We provide excellent, timely service to our maintenance contract customers or on a bill work basis.

Service Agreement coverage can be structured to meet your product and servicing needs including:

- CCTV and Camera Systems
- Digital Video Surveillance Systems
- Drive In Equipment
- Money & Receiving Safes
- Night Depository Systems
- Teller Lockers and Safe Deposit Boxes
- Timelock and Combination Lock Service
- Undercounter repairs
- Vaults and Vault Doors

[Click here for more information about Advent's Service Programs.](#)



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