

ATM MAINTENANCE SERVICES

THE ADVENT ADVANTAGE IS OUR QUALITY.

Advent ATM Maintenance Services provide:

First Line Maintenance

- Clear card or form jams
- Clear dispense jams
- Form replenishment
- ATM appearance maintenance
- Unlimited number of calls
- 1st line service is performed by qualified 2nd line technicians so the ATM is repaired in one trip.

Second Line Maintenance

- Parts and labor included
- Emergency response to ATM failures
- Scheduled preventive maintenance
- Communications support
- Unlimited number of calls
- Equipment upgrades
- Monthly performance reporting.

• TOTAL CUSTOMER SATISFACTION

We are not satisfied until you are. 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.

• RESPONSIVE SERVICE

Our primary objective at Advent is to maximize the availability of your equipment by providing rapid response and minimizing unnecessary downtime.

• QUALIFIED AND EXPERIENCED STAFF

Our 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. Our management team is experienced in managing technicians, parts inventory and resolving equipment problems. We provide ATM parts, parts repair services, and technical support to ATM maintenance companies across the country, including ATM manufacturers.

• LOWER COSTS

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.

• ONE STOP PROVIDER

We provide all financial equipment products and services for financial institutions.

• LOCAL AND INDEPENDANT MANAGEMENT

Advent management is locally based, enabling us to respond to changing market conditions and your service needs.



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