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BankFIRST Increases Teller Line Efficiency with Benchmark Technology Group's Cashware®

Alpharetta, Ga., Aug. 2, 2010 – [Benchmark Technology Group](#), a leading provider of [branch automation solutions](#) and [technology management services](#), announced that Orlando, FL.-based BankFIRST implemented Cashware®. The cash-handling middleware application streamlines teller cash management procedures by providing a common interface between teller applications and supported cash recyclers and dispensers.

A community bank with more than \$600 million in assets and 130 employees, BankFIRST implemented Cashware in its retail branches to decrease customer wait times and improve customer service. Cashware monitors teller transactions in real-time and automatically detects cash-in and cash-out transactions to automatically invoke cash handling devices.

“Cashware allows us to complete transactions involving large sums of cash much more quickly than before. Our cash dispensers are now able to dispense the number of bills often needed for large transactions, and we can quickly split and reverse transactions,” said Marcy Dionne, client relationship specialist for BankFIRST. “Now, we can focus more on customers instead of worrying about the amount of currency at our stations or having to go to the vault to get more bills.”

Cashware streamlines the management of cash handling requirements and increases efficiency at teller lines by automatically notifying tellers of the amount of cash received or dispensing the requested transaction amount from the appropriate pocket; this level of automation still provides flexibility to request overrides, change denomination mixes and view totals as needed.

“BankFIRST is a proven leader in delivering exceptional customer service and continued product innovation within the financial community,” said John Catan, Senior Vice President, MIS, for BankFIRST. “Cashware helps us to uphold this well-deserved reputation by automating and expediting cash management processes in ways that save time, allowing our tellers to build loyal relationships and interact with customers.”

Cashware prevents tellers from having to toggle between screens, press “hot keys” or re-enter amounts to initiate cash transactions. Such functionality significantly improves the ROI of offline recyclers and dispensers; increases transaction speed and accuracy; enables tellers to maintain virtual cash drawer totals; and provides comprehensive audit logs.

“Customer service and branch efficiency are pivotal to a bank’s success,” said Jack Malinowski, chief technology officer of Benchmark Technology Group. “Cashware is designed to streamline workflow and improve transaction processing times. This enables tellers to focus on their customers’ needs, build rapport, and identify cross-selling opportunities. Beyond the customer benefits, there are also features that assist in branch cash management regardless of the cash handling devices installed.”

Cashware can be quickly interfaced without requiring changes or modifications to existing teller applications. Additional capabilities enable it to support any number of tellers, while providing comprehensive local and remote reporting capabilities, simplified end-of-day balancing, and remote viewing of device status.

About Benchmark Technology Group

Since 1985, Benchmark Technology Group has been a leading provider of branch technology and software solutions for financial institutions of all sizes. The company offers a complete line of branch automation products and services including teller printers, scanners, ATMs and cash handlers. In addition, Benchmark Technology Group provides web-based fulfillment services, device evaluation and consulting, equipment service and maintenance programs, along with Check 21 solutions. Benchmark Technology Group’s systems design, integration, implementation and support services include customized and expanded offerings that are customer-centric and scalable.

Benchmark Technology Group is headquartered in Alpharetta, Georgia and has three additional offices throughout the United States. For more information, visit www.Benchmark-US.com or call 1-800-554-4582.

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