

CASE STUDY: EVENTS/ CONVENTION CENTRE

CONVENTION CENTRE SEAMLESSLY MEETS GUESTS' CASH NEEDS WITH IMPROVED CASH FORECASTING & FLEXIBLE ATM PROVISIONING

"With Access Cash, I no longer spend time monitoring cash levels in our ATMs or submitting tickets to reload our machines."

—Darren Pinto, Manager, Cash Control & Administration, Metro Toronto Convention Centre

BACKGROUND

The Metro Toronto Convention Centre (MTCC) is Canada's largest convention facility covering over 2 million square feet. Millions of attendees travel through the MTCC attending events throughout the year, so being able to provide attendees with onsite amenities such as access to cash (for purchases, cab fare, etc.) is a necessity.

BUSINESS CHALLENGE

As an event driven business, the convention centre experiences peaks and valleys with regards to ATM usage. "When we have larger annual events like Fan Expo (which draws in over 129,000 people), we need to bring in additional ATMs to serve the needs of our attendees," says Darren Pinto, Manager, Cash Control & Administration, MTCC. For Fan Expo, an additional 14 ATMs are brought in to cover anticipated transactions over the four day period.

Prior to partnering with Access Cash, MTCC staff had a contract with another ATM services provider, who sub-contracted certain aspects of the service, which resulted in them not being as responsive with regards to cash loading. Staff would frequently have to login to a portal to monitor cash levels in machines, and submit tickets to have the machines reloaded with cash.

THE SOLUTION

When their contract came up for renewal, MTCC ran a competitive bid process in search of a turn-key ATM services provider and selected Access Cash as their provider of choice. Access Cash provisioned 9 ATM's including an exterior wall unit. Under a Plus Plan partnership, Access Cash provides professional cash loaders (which includes provisioning, cash loading, balancing, and forecasting of funds) for all ATMs and consumables.



SUMMARY

Region: Ontario, Canada

Industry: Events/ Convention Centre

Business Challenges:

- Cash monitoring
- Cash loading
- Machine uptime

Solution:

- Plus plan with 9 ATMs, which provides monitoring and responsive cash loading
- Flexibility to scale quickly as needed (add up to 14 additional ATMs for events)
- Dedicated account person

Key Results:

- Service reliability with quick response times (99.9% ATM processing uptime)
- Strategic & flexible partner (ability to provision additional ATMs as needed)
- Future-proofing (predicting future cash loading requirements)
- Dedicated support team (resulting in inquiries being quickly resolved)

Access Cash is also able to actively monitor ATM activity on a daily basis using its ATM Force™ software, which provides real-time transaction data, ensuring the most current information possible regarding the cash balance and status of each ATM, and which powers a customer facing portal. This active approach to cash management ensures that MTCC staff is not left without funds in their ATMs should there be a sudden increase in the demand for cash. Access Cash's software also analyzes past transaction trends in order to predict future cash requirements and replenishment cycles.

KEY OUTCOMES

Service reliability with quick response times

With their prior vendor, Darren took on a more active role with regards to monitoring cash levels for each ATM, monitoring cash levels daily, and several times throughout the day if it was a really busy show. With Access Cash, Darren no longer spends time monitoring the daily cash levels of his ATMs. "Our machines are now self-monitored and loaded (without having to call in)... I can go through the week without having to login (to monitor cash levels)."

Since partnering with Access Cash, Darren and other MTCC staffs have experienced exceptional results including 99.9% ATM processing uptime, meaning never having to worry about a machine being out of cash or experiencing errors.

Strategic & flexible partner

As a strategic partner, Access Cash recommended additional lighted toppers and added Interac branded wraps to the ATM machines in order to increase their visibility of the units within the expansive conference venue. Also, throughout the year, Access Cash places additional temporary ATM's onsite to service larger events. "This past month, we had two shows in the building that normally are separate weekends apart," says Darren.

"Access Cash was able to adjust quickly and easily so that the people that we do business with had their needs met. This has been instrumental in our ability to seamlessly meet our guests' cash needs while maintaining maximum uptime."

Future-proofing, backed by a dedicated support team

With Access Cash, MTCC now has 24-hour network and real-time transaction monitoring, plus remote diagnostic and repair capabilities. "I also appreciate the dedicated account support," concludes Darren. "When we do have a question, we have one person to call, and it gets resolved right away."



About Access Cash

Access Cash is Canada's market leader for ATM and cash distribution network services. With offices across Canada and in the US, Access Cash has a strong North American presence, managing more than 10,000 ATMs and making cash accessible and affordable to cardholders everywhere under the Access Cash™, Ezee™ and MaritimeCash™ brands in Canada and as CashNGo™ in the United States. Access Cash offers its proprietary advanced platform (ATM FORCE™) for cash distribution network management, as a Software as a Service (SaaS) solution for banks and retailers under the Perativ™ brand. As recognized experts in efficiently managing cash distribution networks, cash inventory, and SLA monitoring across a diverse mix of businesses and industries, our clients include banks, big-box retailers, hotels, and small/medium-sized merchants.

Visit access-cash.com or call 1-888-289-3939 to learn more.

