

# CASE STUDY



## CASH DEPOT

OPTIMIZES TECHNICIAN EFFICIENCY, AND  
SAVES TIME AND MONEY WITH MORPHIS'



## Meet Cash Depot

Headquartered in Green Bay, Wisconsin, [Cash Depot, LLC](#) is the largest individually owned ATM company in the world, selling, leasing and servicing over 25,000 machines located in all 50 states and Puerto Rico. On any given day, they have more than 70 technicians in the field, making sure their ATMs are operating perfectly. Every day, ATMs must be stocked with cash, loaded with paper, kept clean and humming along. When unexpected mechanical failures, networking issues or units to go off-line these unexpected service calls demand immediate, high-priority attention.

In the ATM business, downtime is unacceptable. A considerable part of Cash Depot's daily operation's focus is on field logistics; that is to say figuring out which field technicians to deploy, where to send them and how to optimize their routes. To minimize ATM downtime, stay profitable and deliver on their obligations to their customers, Cash Depot has to be able to assess and reassign technicians already on scheduled service routes with the new priority calls.

## The Challenge

The constant, inevitable clash of preplanned service routes and unexpected priority calls was an ongoing challenge for Cash Depot. The information needed for managing their assets, customer information, and contracts weren't able to interface with each other. This data divide resulted in technicians spending too much time traveling on inefficient routes and driving up overtime hours. Calls were assigned to technicians based on their location, with no real visibility into their actual workload or capacity to take on additional calls.

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Without a robust system in place, technicians were left to work through the call backlog and plan their routes without knowledge of changing priorities. In these situations, downtime would go up, there were more chances for errors to occur and timely accurate reporting was stymied by the fact that critical data was spread out across multiple systems.



At the beginning of a typical day, technicians would have a route mapped out for the ATMs they needed to service or replenish. As the day progressed, ATMs would go down, receipt paper would run out and bills would get jammed. By the afternoon, incoming priority calls would have changed Cash Depot's carefully planned day.

## The Solution: Morphis

Cash Depot needed a solution that would let them keep their ATMs up and running, their costs down, and ensure their technicians are working efficiently. They wanted something affordable that would give them real-time visibility from their dispatch operations center.

That solution was **Morphis Optimized Vehicle Routing — MOVR**.

Cash Depot considered multiple options before deciding on [Morphis](#), but they all required additional work to make them compatible with their existing business software systems. Third-party developers struggled to understand the specific challenges and requirements of Cash Depot's industry.

After a careful evaluation, Cash Depot determined that MOVR had the affordability, features, and support they were looking for in a logistics solution.

The most recent addition to the Morphis cash logistics software suite, MOVR compares every order for service to the roster of field technicians Cash Depot available at that moment. Then it optimizes the route for each one of them. As new service calls come in, MOVR finds the best technician at the best location to handle that call and delivers specific instructions directly to that technician's smartphone.



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***MOVR can be used on a desktop or laptop computer, tablet and smart phone***

## The Results

With Morphis, Cash Depot's dispatch center no longer had to use imprecise guesswork to prioritize service orders and assign technicians. The Morphis software suite was able to replace the disparate spreadsheets and databases Cash Depot had been using to handle cash management, batch data loading, cash route planning, and service ticket generation – bringing them all into one integrated platform. MOVR also provided dispatchers with GPS tracking and live visual displays of service activity.

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With logistics automated for optimal efficiency, Cash Depot has been better able to focus on serving their customers and resolving deeper technical issues. By reducing the amount of time field technicians spend on inefficient transit routes, Cash Depot has realized significant financial savings as well.

“MOVR was just what we were looking for,” said Kevin Shaver, COO of Cash Depot. “It gives us real-time visibility, allows us to make the best use of our resources, and because our field services and logistics processes are now automated, there's no guessing involved.”

“There is not a better combination of software functionality, programming support, and price that I have seen. Morphis has truly been a great supportive partner as Cash Depot has grown,” Shaver continues.

## About the Sponsor

Morphis® is the world leader in global currency supply chain management software. The Morphis software suite includes modules for CRM, cash forecasting, logistics optimization, asset management, contract management, vendor management, service ticketing management and financial reporting. Morphis offers both on-site licensing and software-as-a-service licensing alternatives for its large-scale enterprise systems. For smaller organizations discrete applications can be delivered via the web.

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