

# BENEFITS OF POWER QUALITY WITHIN BANKING SYSTEMS

NXT Power is known for providing unparalleled power protection for all systems we support. We did a deep dive on the benefits of power protection within the financial and security industry by asking our partner Adam Mitchell from CBSI.

Adam shares his experience on how NXT Power helped solve issues at problem sites.

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## WHO IS CBSI

Consolidated Banking Services, Inc. (CBSI) was created in 2001 by people who have spent their lives serving the needs of financial institutions. That unique perspective allows us to become a trusted, valuable partner that's focused on delivering solutions that actually fit your needs and challenges.

CBSI specializes in all things banking, from the ATM/ITM machines, Alarm Systems, Drive thru systems, cash automation, and Camera systems.

Adam is an installation manager with over 20 years in this industry. He handles everything the company installs, from coordination, to parts ordering and stocking, to the physical installation of the equipment.

Within those 20 years of experience, Adam is very familiar with the importance of implementing a power protection solution with systems inside the financial industry.

He states – “With the sensitivity of the circuits of today and degradation of the power grid, power conditioners are almost a requirement on sensitive equipment.”

## PROBLEM IDENTIFIED

Adam shares his story of when he started working with CBSI and was contacted with a problem site.

Here is his story...

Within a week of my starting with CBSI, I was asked to drive to Florida and see if I could assist with a cash recycler that CBSI had installed about 6 months before due to my previous experience with recyclers (about 10 years of working and maintaining them).

The machine had ongoing issues and many service calls, with a lot of parts replaced to no avail. The issues seemed to come and go.

When I drove down, the first thing I did was speak to the branch manager to find out which machine was the issue, and what they had been seeing, as they are the eyes and ears when we aren't there. Once she and the head teller explained what was going on, we went to the machine itself. It was up and on but was not being used. It was shorting customers, misreading bills, and jamming.

## CHALLENGE ACCEPTED

Adam found the branch was older, and each recycler did not have a dedicated circuit per machine. Having done this for so long, he knew immediately the site needed a power quality solution which includes the installation of a power conditioner. The circuits of today's control boards are far more sensitive to spikes, ground faults, ground spikes, and while he didn't have a power probe, he knew the issue.

Though he knew that this wouldn't be the only site experiencing these issues.



## COURSE OF ACTION

Adam knew exactly who to contact and that would be our representative George "Chip" Peagler. Adam has worked with "Chip" for a very long time and worked with him to have ten NXT Power Integrity Power Conditioners out to his problem sites.

"I informed the bank that this will solve the problem and if not we will be back to troubleshoot the site. That was in 2021, not a single service since installing NXT Power's power conditioner. The customer was so impressed that they purchased one for every machine they have in their fleet."

Adam continues...

"Our customers are starting to see the difference it is making. We made it mandatory every recycler going out has one sold with it. We made it mandatory every recycler going out has one power conditioner sold with it."

## SOLUTION PROCESS

Your ATM & TCR is a mission critical device that needs to be operating flawlessly every hour of every workday. Failure to do this costs money in downtime and customer satisfaction.

Poor power quality can have a huge impact on the day-to-day performance of your ATM & TCR.

NXT Power has selected the best possible power protection to protect your investment and maximize its operation.

The Integrity Power Conditioner series combines surge diversion with a highly effective low-impedance isolation transformer and noise filtering to bring you the cleanest and most conditioned power available.

Common-mode voltage is one of the biggest challenges computers face because they can cause system lockups, data losses, and "No Trouble Found" service calls with no visible warnings. Put your trust in our power conditioners to protect your sensitive electronic equipment from common mode voltages.

It ultimately protects sensitive electronic equipment from hardware damage and prevent operational disruption due to common power problems.

## ULTIMATE POWER PROTECTION

Every business' electronic equipment is vulnerable to power problems such as power outages, lightning, common-mode voltage, and high-voltage transients.

NXT Power provides power protection solutions that businesses around the world rely on every minute, of every day. Our job is to ensure other businesses can continue doing theirs, unimpeded by power outages, poor power quality, or other preventable power problems.

With more than 200 years of industry experience, our highly trained technicians provide objective recommendations and personalized solutions for every power quality need.

Let us help you the same way Adam did...

Visit our website at [www.nxtpower.com](http://www.nxtpower.com) or feel free to drop us an email at [contact@nxtpower.com](mailto:contact@nxtpower.com).

**NXT**POWER®