Transforming ATM Cash Reconciliation: Cutting Charge-Offs by 45% for a Top 10 U.S. Bank

CHALLENGE

A Top 10 U.S. bank was relying on a generic reconciliation tool that failed to address ATM-specific challenges. This resulted in frequent errors, extensive manual work, and a high number of charge-offs. The bank needed a solution tailored to the unique nuances of the cash cycle, one that could reduce errors and automate reconciliation while adapting to future needs such as integrating cash recyclers.

SOLUTION

CMS Analytics implemented a tailored reconciliation solution designed specifically for the cash cycle's complexities. Our system seamlessly integrates with the client's internal systems, data feeds, and accounting processes, ensuring a tailored fit. Importantly, the solution is recycler-ready, aligning perfectly with the bank's plans to evolve their operations and incorporate recyclers into their cash management journey.

RESULTS

The impact was immediate and significant:

✓ Achieved an auto-recognition rate exceeding 95%, drastically reducing manual workload.

✓ Reduced charge-offs by 45%, improving financial accuracy and recovery.

✓ Freed internal teams to focus on resolving complex reconciliation issues, thanks to the high rate of automated processing.

With CMS Analytics, the bank transformed its reconciliation process into a streamlined, adaptive, and efficient operation ready for future innovation.