

## REMOTE DEPOSIT CAPTURE

### HELP DESK SUPPORT PROGRAM

Remote Deposit Capture (RDC) is considered an important service for banks to offer their business customers. Banks have found that as their RDC install base matures, the number of technical support calls from business customers also increase. Benchmark Technology Group offers a **HELP DESK SUPPORT PROGRAM** to provide support to business customers ensuring their satisfaction with the bank's valuable RDC service.

Unlike bank IT environments that can be controlled and standardized, RDC software can exist on virtually any brand and configuration of personal computer hosting different operating systems and even different browsers along with a variety of check scanner models, new and old. When users can't get their RDC software to work, they often call their bank treasury contacts for technical support so their daily deposit can be posted.

Benchmark's Help Desk ensures your customers receive immediate professional support from service representatives who thoroughly understand remote deposit technology. Their skills and state-of-the-art diagnostic tools allow them to quickly identify and solve problems, leaving the customer with a pleasant and noteworthy experience.

Calls handled by Benchmark's Help Desk include:

- New installations
- Training new users
- Scanner connectivity issues
- Configuration problems
- Incorrect browser settings
- Program and device conflicts
- Corrupted or incompatible drivers
- Scanner and program error messages
- Image quality problems
- Feeding and transport problems

Contact Benchmark Technology Group to learn more about the advantages of augmenting your bank's staff with Benchmark's RDC Help Desk Support Program. We can design a program that meets your bank's specific needs.

Whether you would like us to perform new installations and training or simply support installed business customers, Benchmark Technology Group can help.

*Benchmark Technology Group is an authorized reseller and service provider for all of the top-tier check scanner manufacturers. Our references are located throughout the United States.*



### RDC HELP DESK BENEFITS:

- Enables rapid launch and expansion of RDC programs.
- Allows banks to focus on driving revenue versus handling the technical support needs of business customers.
- All top-tier check scanner models are supported.
- Replacement check scanners are shipped overnight if deemed defective.
- Costs savings realized through reductions in support resources as well as repair costs.
- Highly skilled technicians provide reliable service and quick resolutions to equipment problems.
- Reduces the number of merchant capture calls received by the bank's IT department.
- Increases responsiveness to merchant customers and improves customer satisfaction levels.
- In-house industry experience in check processing standards and exception handling protocols.
- Authorized Service Provider for top-tier scanner manufacturers.
- Support for new remote deposit capture software rollouts.
- Coverage for vacations, acquisitions and other staffing fluctuations.

### Benchmark Technology Group offers turnkey RDC programs including:

- \* Remote Deposit Capture software: Corporate Capture21 (CC21)
- \* A complete line of check scanners
- \* Merchant Fulfillment program to deploy scanners to merchants
- \* Marketing collateral to support your RDC programs
- \* Scanner service and warranty programs
- \* Merchant software installations and training
- \* Help Desk support services
- \* Professional services to interface RDC software to the bank's check processing systems
- \* Project Management