



Venali Enables Nationwide Money Services to Keep Your Money Flowing

“Because Venali Integrates fax with our IT systems it delivers powerful productivity benefits. Many employees need frequent access to our faxes. Rather than taking many minutes to access this information in paper files - now they get what they need with a few clicks right from their desktop.”

— *Mohammad Rashidan, VP of ATM Operations*

THE COMPANY

Headquartered in North Florida, Nationwide Money Services, Inc. (NMS) was founded with a mission to emerge as a leader in the ATM industry. Working with financial institutions and major chains, NMS provides turnkey outsourced ATM management solutions that include cash, project and account management services. In addition, NMS provides proprietary ATM branding and processing for 43 financial institutions with over 390 branded ATMs nationwide.

THE CHALLENGE

Nationwide Money must manage in-bound and out-bound faxing between numerous different financial institutions and armored car carriers to support some of their core business processes. This daily flow of faxes needed more efficiency than simple fax machines could offer. There were too many employee trips to the fax machines and the fax information was too separated from the related IT resources Nationwide already had in place. One example is the numerous faxes received from armored car carriers each time they replenish an ATM with cash. These faxes required processing and filing; receiving them on fax machines created the need for manual routing and filing processes that were cumbersome and prone to errors.

THE STRATEGY

Nationwide Money chose Venali Desktop Fax Services enabling employees to send, receive and manage faxes using their existing e-mail systems.

BENEFITS

Increased productivity and accuracy was achieved as a direct result of using Venali Internet Fax; employees perform the same tasks as before but with increased speed and accountability. Faxes are now filed electronically with key fax log information like sent and received dates/times. The digital documents are now available to the numerous employees that need access to them right from their desktop with just a few clicks.

With very little employee training and no need for separate phone lines or servers, deployment was simple and fast.

PROFILE | NATIONWIDE MONEY SERVICES

Email: Microsoft® Outlook

Chosen Fax Document Format: TIFF

Inbound Document Profile

- Customer claim documents (disputed ATM transactions)
- ATM cash order form
- Currency order confirmation
- ATM replenishment

Outbound Document Profile

- ACH confirmations

Company URL: www.nationwidemoney.com

Corporate

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