POWER UP

YOUR BRANCH

With Technology Solutions for Banks and Credit Unions

BRANCH IN A BOX | BRANCH TELLER REFRESH | BRANCH OF THE FUTURE
Today’s banks and credit unions are experiencing complex change at turbo-charged speed. Mobility has become ubiquitous, enabling the use of mobile devices for 24/7 online transactions. Branch employees are tapping mobile technology, like tablets, and connecting with onsite customers and members to convert conversations into sales opportunities. New advances in technology like two-way video banking services or self-service kiosks spark innovation, but can also tax existing IT systems.

This digital future demands a **new model** — a “right-sized” or reconfigured bank or credit union branch that can improve sales, build customer/member loyalty and provide a consistent, positive experience with a human touch. How will the brick-and-mortar financial institution be reinvented to meet customer/member needs?

WHEREVER YOU ARE IN YOUR PLANS FOR THE FUTURE, ONE THING IS CERTAIN: TECHNOLOGY WILL PLAY A LEADING ROLE
ACT NOW
STAY AHEAD OF THE CURVE

Whether you’re rolling out new locations, reengineering your bank or credit union branch, or updating your current teller technology, a CDW Branch Automation or Branch Teller Refresh solution can sharpen your edge. No matter where you are in your technology strategy implementation, tapping CDW’s Financial Services team can help your bank or credit union:

STREAMLINE TECHNOLOGY UPDATES AND ROLLOUTS
- Expedite the process of branch automation or refresh with pre-configured IT solutions that can easily integrate into existing systems without major investment.
- Plug-and-play configurations help ensure consistent system design and implementation at every location, and can be shipped at a moment’s notice.
- Minimize IT staffing requirements to maximize productivity and focus on mission-critical responsibilities.

DESIGN THE “BRANCH OF THE FUTURE”
- Customize your IT resources and begin creating a high-tech, high-touch “branch of the future” to help position your bank or credit union as a leader.
- Power up the branch to support next-generation technology that will engage customers/members and deepen loyalty.

OPTIMIZE THE EXPERIENCE
- Enhance customer/member satisfaction by helping to enable secure, uninterrupted access to financial data and mobile banking transactions.
- Provide employees with swift, safe and seamless access to customer data over the central wireless network between branch locations and central headquarters for increased service and product sales.

REDUCE RISK
- Store and protect proprietary customer data to comply with regulatory mandates.
- Help ensure that disaster recovery/business continuity provisions are in place to protect against costly downtime in the event of a branch power outage.
- Co-location of data storage helps ensure compliance regulations are easily met, and data is available 24/7 regardless of outages or disruptions.
CDW GETS BANKS

CDW supports 99 percent of the top U.S. banks – including national, regional and community banking customers – with the industry’s broadest and deepest technology, solutions and services. The CDW Financial Services team helps banks integrate and keep current with technology to better manage risk, meet regulatory compliance requirements and audits, improve customer experiences and achieve growth targets.

New customers are expected to be entering the system over the next three to four years, looking to establish banking relationships. These customers use their mobile devices (smartphones and tablets) constantly to text, browse and navigate their worlds.


55% of banks said they were planning significant changes to their branches, up from 24% two years earlier, according to a Celent survey.

SOURCE: “BANKS BUILD BRANCHES WITH EYE ON THE FUTURE,” ASSOCIATED PRESS, APRIL 11, 2013
CDW GETS CREDIT UNIONS

The CDW Financial Services team helps credit unions leverage their IT infrastructures to drive efficiency, grow membership and satisfaction, roll out new services and meet regulatory compliance requirements.

2013 TECHNOLOGY PRIORITIES

cited by credit union CEOs include using technology for:

1. Better member services and/or competitive differentiation
2. Greater efficiencies

SOURCE: “INSIGHTS INTO 2013” SURVEY RESULTS, ABOUND RESOURCES AND CUNA STRATEGIC SERVICES, DECEMBER 2012

CREDIT UNION ASSET GROWTH

Regardless of asset size, credit unions that had a net increase in the number of branches between 2007 and 2012 experienced greater increases in total assets, members and loans originated per FTE.

SOURCE: ANNUAL CREDIT UNION STUDY, MOMENTUM AND FINANCIAL BRAND, 2012
Your dedicated CDW Financial Services account manager gets it. CDW has continued to help over 15,000 banks, credit unions, securities and specialty financial services companies assess and align their IT infrastructures with growth strategies, managing regulatory compliance and costs.

Wherever you are in creating your “branch of the future” vision, the CDW Financial Services team can assist you. Our industry-leading technology partnerships with Cisco, HP, Tripp Lite and many others allow us to bring you the brands you recognize and trust to find the most reliable and cost-effective IT solution for your needs.

**OMNI-CHANNEL STRATEGY**

A recent Cisco study focused on the need for banks to move toward an “omni-channel” strategy of delivering a consistent customer experience across channels, so customers can seamlessly access products and services when they’re needed. Cisco found that although customers are doing more of their banking activities through virtual channels, they still desire the face time and personal attention offered in a branch.

Additionally, some of the most tech-savvy customers are also some of the most frequent branch visitors, with mobile banking customers averaging 2.5 branch visits per month, just above the 2.3-visit average across all respondents.

SOURCE: CISCO INTERNET BUSINESS SOLUTIONS GROUP STUDY, MAY 2012
WE MEET YOU WHEREVER YOU'RE AT...

No matter what stage of your branch automation strategy you're at, CDW Financial Services will be there to meet you. Tap our financial expertise for flexible and innovative technology solutions to address your every need.

We'll make it as easy as one, two, three...
Opening a new branch requires a broad spectrum of equipment and technical know-how. From the data center to the branch floor, ensuring that your new technology is easily integrated with existing systems in a timely manner can be challenging. CDW solves the problem with a customized, pre-configured IT solution that can be shipped wherever and whenever your branch is ready, saving you time and allowing you to focus on mission-critical activity.

**CALL FOR PRICING**

- Designed-in quality and serviceability, increased performance, enhanced configuration flexibility and customer-inspired design
- Up to two Intel® Xeon® E5-2600 family processors offer even more powerful performance
- Memory: 16GB std., 768GB max. (PC3L-10600R DDR3)
- Hard drive: none ship std.; up to eight hot-pluggable SFF SAS/SATA drive bays available; 25TB max. storage
- 15MB Level 3 cache
- HP Ethernet 1Gb 4-port 331FLR adapter

**OUTSTANDING PERFORMANCE** AND **ENHANCED CONFIGURATION FLEXIBILITY**

**HP SMART BUY**

HP ProLiant DL380p Gen8 Server

Six-Core Intel® Xeon® E5-2620 Processor (2.0GHz)

CDW 2637260

CDW HELPS IN BRANCH EXPANSION

See how CDW’s “Branch in a Box” helped PrimeLending expedite branch expansion with ready-to-ship, pre-configured IT solutions that easily fit into their existing systems. View the video at CDW.com/financial-solutions.
CDW EXCLUSIVE PRICING

**Tripp Lite SU1000RTXLCD2U SmartOnline LCD UPS**

CDW 2698655

**CALL FOR PRICING**
- 0.9 power factor to support more equipment
- 1000VA, 900W, 6 outlets, True Online protection, zero transfer time
- Online efficiency in excess of 90% saves on operating costs
- USB port, DB9 port, SNMP/web interface and included PowerAlert software
- $250,000 Ultimate Lifetime Insurance

*Exclusive price (offer valid through 9/30/13 while supplies last). Savings based on the difference between CDW previously advertised price and CDW Exclusive price.*

---

**Tripp Lite 18U Rack Enclosure SRW18US**

CDW 2142770

**CALL FOR PRICING**
- 18U with adjustable front and rear vertical rack-mount rails
- Hinged cabinet swings away from wall bracket for easy equipment access (swing direction is reversible)
- Locking, reversible front door and locking, removable side panels
- Meets all enclosure requirements for PCI DSS (Payment Card Industry Data Security Standard) compliance

---

**HIGH-LEVEL POWER PROTECTION!**

**Tripp Lite OM3 Laser-Optimized Multimode Fiber “Aqua” Cables**

- Low-smoke, zero halogen aqua jacket, designed for 10-Gig Ethernet applications, OM3 rated
- Backward compatible with existing 50/125 fiber with nearly three times the bandwidth over conventional 62.5um multimode fiber
- Max. 10Gb distance of 300 meters at 850nm
- Multiple lengths available up to 50m

**CALL FOR PRICING**

<table>
<thead>
<tr>
<th>Length</th>
<th>CDW Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Meter</td>
<td>CDW 793221</td>
<td>CALL FOR PRICING</td>
</tr>
<tr>
<td>5 Meter</td>
<td>CDW 1079124</td>
<td>CALL FOR PRICING</td>
</tr>
<tr>
<td>10 Meter</td>
<td>CDW 793223</td>
<td>CALL FOR PRICING</td>
</tr>
</tbody>
</table>
Technology’s rapid pace of change makes it imperative that your tellers are regularly updated with the latest IT equipment to complete their daily tasks and create a satisfying experience for customers and members. From check scanners to small PCs and privacy screens, CDW’s Financial Services team can help you get the technology your tellers need, and pre-configure the machines so they arrive ready to plug and play.

**MULTI-FUNCTION POS PRINTER**

**EPSON®**

**Epson® TM-U675**

CDW 2784937

**CALL FOR PRICING**

- Quiet, high-speed MICR reading and check printing
- Easy drop-in paper loading and one-touch removal
- Wide throat for smooth, drop-in validation
- One-year warranty
LG E1910P–BN 19” LED Display
CDW 2929900

CALL FOR PRICING
• The high-resolution LED brings up work efficiency, and the energy-saving function brings down expenses
• Max. resolution: up to 1280x1024
• Contrast ratio: DC 5,000,000:1
• Ergonomic design and space-saving function
• Response time: 5ms

Lenovo ThinkCentre® M78
CDW 2872955

CALL FOR PRICING
• AMD A4-5300 Dual-Core processor (3.40GHz)
• Memory: 2GB
• 250GB hard drive
• Radeon™ HD 7480D
• Windows® 8 Pro 64-bit/Windows 7® Professional 64-bit

Canon imageFORMULA® CR-50
CDW 2554868

CALL FOR PRICING
• Mfr speed rating: up to 50 ppm
• 600x600 dpi
• Ideal for moving paper checks and related small documents in front-counter settings

Kensington® Keyboard for Life
CDW 672646

CALL FOR PRICING
• Spill-proof keyboard to resist accidental spills
• Black keyboard with 104-key layout
• Reliable plug-and-play operation with wired USB or PS2 connection
• Sealed membrane design lets liquid run through without damaging keyboard electronics
• PC- and Mac®-compatible
No one knows what the branch of the future will look like, but we can be certain technology will be a major part of the design. Mobile banking is transforming the industry, and with that comes the need for multiple channels and wireless access points. Security continues to be a major concern, and CDW’s Financial Services team can assist you in locking down your data and systems.

**Meraki MS42P Cloud Managed GigE PoE+ Switch**

CDW 2604280

**CALL FOR PRICING**

- 48-port managed switch
- Alerts you to problems via email alerts
- Automatically monitored from the cloud
- Provides rich, web-based diagnostics to troubleshoot your network from any browser
**Lenovo ThinkPad® X230 Tablet**

CDW 2754086

CALL FOR PRICING

- 3rd generation Intel® Core™ i5-3320M vPro™ processor (2.60GHz)
- 3G capability
- Intel® Centrino® Advanced-N 6205
- Memory: 4GB
- 500GB HD
- 12.5” LED backlit display with web camera
- Windows® 7 Professional 64-bit

**Meraki MR16 Access Point**

CDW 2259383

CALL FOR PRICING

- Self-configuring and managed over the web
- Can even be deployed at a remote location without onsite IT staff
- Monitored 24/7 from the Meraki Enterprise Cloud Controller, which delivers real-time alerts if your network encounters problems

Meraki Enterprise Subscription License

<table>
<thead>
<tr>
<th>1 Year</th>
<th>3 Year</th>
<th>5 Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDW 2016942</td>
<td>CDW 1997414</td>
<td>CDW 2021373</td>
</tr>
</tbody>
</table>

CALL FOR PRICING

- Intel® Atom® Z2760 processor (1.50GHz)
- Memory 2GB
- 32GB SSD
- 802.11a/b/g/n and Bluetooth® 4.0 HS
- 10.1” WXGA Corning® Gorilla® Glass 2 display
- Windows® 8 Pro

**Samsung® SyncMaster™ MD46B**

CDW 2690571

CALL FOR PRICING

- Combination of brilliant visuals, rich audio and various features ensures that updating everything from marketing material to live information is easily achieved
- Max. resolution: up to 1920x1080
- Narrow bezel design
- Embedded media player with MagicInfo Lite™
- Energy-saving features

**46” LED-BACKLIT LCD TV**

**ELEGANT DESIGN AND TOUCH EXPERIENCE PUT PRODUCTIVITY AT YOUR FINGERTIPS**

**DUAL-RADIO 802.11N PERFORMANCE**

**HP ElitePad 900**

CDW 2904701

CALL FOR PRICING

- Intel® Atom® Z2760 processor (1.50GHz)
- Memory 2GB
- 32GB SSD
- 802.11a/b/g/n and Bluetooth® 4.0 HS
- 10.1” WXGA Corning® Gorilla® Glass 2 display
- Windows® 8 Pro
ALWAYS AT YOUR SERVICE

Not only will CDW Financial Services help you leverage the latest technology to support your Branch Automation or Branch Teller Refresh strategy, we can help your financial institution with services that span:

**ASSESSMENT/PLANNING/DESIGN**
Up-front consulting and collaboration to create your branch technology roadmap, now and into the future.

**CONFIGURATION**
CDW experts can pre-assemble the hardware and software components to ensure your branch IT solution is ready to deploy upon arrival.

**INSTALLATION/DEPLOYMENT**
Our expert engineering and implementation support team can help you get your Branch Automation/Teller Refresh solution up and running ASAP, to minimize any disruptive downtime.

**PRODUCT LIFECYCLE SUPPORT**
Staffing and training, break/fix maintenance agreements, extended warranties and more to protect your technology investment.

**CO-LOCATION SERVICES**
CDW and our trusted partners help you improve the redundancy and resiliency of your telecommunication services for reliable WAN, Internet, voice and hosting.

CDW is one of the largest telecom agents in the country, supporting hundreds of customers over the past decade. We work with more than 50 unique carriers and over 800 co-location facilities.
Q: Which key trends are driving banks and credit unions to invest in branch automation and teller refresh technology?

A: Improving the customer experience is a major trend in the industry. With customers accessing banking services through multiple channels, it’s important to make each transaction seamless and memorable. Technology is the driver of that experience. Branch visits require not only great personal customer service, but also speedy, paperless transactions made possible by the latest technology. These changes are also impacting how branches can best serve customers and even what the bank branch and credit union will look like in the future.

Q: What are some of the popular technologies branches are using to bring themselves up to date?

A: Wireless has changed the way everyone does business. In-branch wireless access is now becoming a customer expectation as a standard part of their banking experience. Additionally, tablets are becoming more widely used by employees in board and staff meetings, as well as to facilitate one-on-one customer service in the branch, such as with loan origination. Video is also another technology enabling new services for customers that may include product education and ATM live teller access.

Q: What tips or key considerations would you offer a financial institution seeking a branch automation solution?

1. Start thinking about the future. Begin exploring technologies like tablets and video to determine how you might utilize them in new ways to create a better customer experience and more efficient services within your bank branch or credit union.

2. Network access and security need to be top of mind as cyberattacks and data breaches increase. For every product you buy, you need one to secure it.

3. Digitizing your banking processes can put a strain on your storage capacity and performance, so make sure they can also meet the demands.

4. Some banking-focused software our customers run was developed on older operating systems and databases. Since they can lag two or three generations behind, make sure you plan for compatibility issues.

5. While it can automate, replace or enhance interactions, don’t force technology into every aspect of the customer experience. Sometimes it’s nice to shake a hand or see a smiling face.