



Desert Schools Federal Credit Union Achieves Branch Transformation With Diebold Advisory Services

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PHOENIX, June 16, 2015 /PRNewswire/ -- Looking to transform the branch experience and migrate transactions to the self-service channel, Desert Schools Federal Credit Union is partnering with Diebold, Incorporated (NYSE: DBD) to realize its branch transformation strategy and enhance the member experience in its new San Tan branch in Gilbert, Ariz. Diebold's [Advisory Services](#) team worked with the credit union to modify processes, customize training for branch staff and implement innovative branch automation technology that would meet its branch transformation goals.

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"Diebold's expert Advisory Services team was able to help us provide our membership with alternatives to perform their transactions," said Lori Sevensky, senior vice president, retail sales, Desert Schools Federal Credit Union. "With self- and assisted- service options, our members are now able to perform their transactions in the method that is most preferred by them. The addition of in-lobby self-service technology will free up our tellers to build more meaningful relationships with our members."

The new branch will house [Diebold 9900](#) assisted self-service in-lobby tellers, Diebold's flexible branch automation platform, which is designed to deliver the fast, reliable in-branch experience that members want by migrating transactions to the self-service channel. This technology allows members to perform more complex transactions with the assistance of a teller and routine transactions at the self-service channel.

"Our team of highly experienced banking industry professionals work with financial institutions of many different sizes all around the world to redefine and optimize the branch environment," said Raja Bose, vice president, branch transformation and advisory services, Diebold. "Our team was able to help Desert Schools navigate through its people, process and technology strategies to make its new branch more efficient and member-focused."

About Desert Schools Federal Credit Union

Desert Schools was founded in 1939, a collective vision of 15 teachers looking for shared strength and financial promise. With an asset size of more than \$3.7 billion, Desert Schools is the largest locally-based credit union in Arizona. Desert Schools Federal Credit Union offers its more than 300,000 members a wide variety of high-quality personal and business financial solutions. Desert Schools is your full-service financial provider, from savings and lending to investments and Online Banking. To learn more visit, www.desertschools.org.

About Diebold

Diebold, Incorporated (NYSE: DBD) is a global leader in providing innovative self-service technology, security systems and related services. Diebold has approximately 16,000 employees worldwide and is headquartered near Canton, Ohio, USA. Visit Diebold at www.diebold.com or on Twitter: <http://twitter.com/DieboldInc>.

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