

Bangor Savings Bank Reduces Scheduling Time While Ensuring Customer Service



Bangor Savings Bank

You matter more.

minimize labor costs without sacrificing customer service. On average, banks implementing TMS realize a \$30,000 annual savings, per retail branch.

Financial Management Solutions, Inc. (FMSI), provider of business intelligence solutions for banks and credit unions, announced today that Bangor Savings Bank (BSB) has implemented its Teller Management System™ (TMS). BSB will use TMS to gain better control of branch staff scheduling while protecting high standards for customer service.

The Teller Management System™ provides a streamlined online scheduling module that optimizes teller staffing based on forecasted transaction volumes. TMS helps banks and credit unions gain better control of schedule preparation and address the need to

"We wanted to limit the amount of time branch managers were spending on scheduling, which could be fairly significant in our larger branches," said Kendra Helsor, Consumer Banking Administrative Manager at BSB. "We got a peek at the scheduling capabilities of TMS and got excited about its functionality and automation."

In addition to reducing the scheduling burden on managers, Bangor Savings Bank will also rely on TMS to bring its staffing levels in line with declining year-over-year transaction volumes, without compromising service levels. "We wanted to make smarter staffing decisions and get a handle on the profitability of branches, but we had to do this carefully to maintain our high standards for customer service," says Helsor. "FMSI helps us achieve this goal through sophisticated scheduling and reporting."

"The pressures of a down economy, coupled with federal regulations that are reducing NSF fees and other revenue sources, are taking a significant financial toll on banks," said W. Michael Scott, President/CEO of FMSI. "Reducing staffing levels is a sure way to eliminate excess cost, but doing so without accurate and precise information almost always leads to a drop in customer service. When banks recognize this, they discover that an automated scheduling and reporting solution such as TMS provides the support they need to optimize their workforce."

About Bangor Savings Bank

[Bangor Savings Bank](#), with more than \$2.5 billion in assets, offers retail banking and investment management services to Maine consumers as well as comprehensive commercial, corporate, payroll administration, insurance, and small business banking services to Maine businesses. The Bank, founded in 1852, is in its 159th year of service to the people of Maine, with 56 branches and on the Web at www.bangor.com. The Bangor Savings Bank Foundation was created in 1997. Together the Bank and its Foundation invest more than a million dollars per year into the community in the form of nonprofit sponsorships, grants and partnership initiatives.

About Financial Management Solutions, Inc. (FMSI)

Located in Atlanta, GA and established in 1990, FMSI provides easy-to-use, yet sophisticated, business intelligence systems—The Teller Management System™ (TMS), The ContactCenter Management System™ (CMS), and the Lobby Tracking System™ (LTS)—that allow financial institutions to manage and staff to meet their service and sales needs. FMSI gives banks and credit unions the ability to schedule their team throughout the branch network, and to manage staff through easy to read color graphics and succinct management reports. FMSI provides performance management information exclusively to financial institutions of all sizes. Visit the company's website at <http://www.fmsi.com> or call 877.887.3022 to schedule a complimentary online demonstration of any of our products.