

FMSI Case Study Library

Having the Right Information at the Right Time

A Bank's Experience with the Teller Management System™



The Pacific Ocean is the largest ocean in the world. Its majestic beauty draws in many coastal residents, despite the risk of destructive storms. These people depend heavily on lifesaving weather forecasts for timely evacuations. The importance of forecasting is vital in all walks of life. A perfect example of this is the Bank of the Pacific's (BOTP) forecasting experiences relating to its staffing performance. Recently BOTP aimed to dramatically improve both staffing efficiencies and customer service. The perfect solution was Financial Management Solutions, Inc. (FMSI) Teller Management System™ (TMS), which helped BOTP achieve these critical goals through the power of FMSI's forecasting and other decision-support tools.

Improving Staffing Efficiencies and Customer Service

For many years, BOTP's management team had an important question looming over them. Are we overstaffed? Lowering the payroll hours could result in adverse impacts on both service levels and employee morale. Without detailed data supporting their analysis, they felt as though they were making decisions in the dark. BOTP was looking for a way to illuminate their decision making and FMSI's TMS solution was just what they were looking for—with detailed monthly performance reports including easy-to-read color graphics and comparative data.

The monthly TMS report in essence is "having the right information at the right time." BOTP started collecting and analyzing trends in critical areas such as transactions per hour (TPH), which allowed them to forecast staffing needs. It was not long before BOTP began to better optimize their staff by scheduling employees based on historic transaction volumes. As a result, BOTP realized impressive improvements to many of their critical staffing performance indicators, including a double-digit percentage improvement of their overall TPH percentage, significantly increasing their productivity.

Furthermore, TMS allowed supervisors to better manage non-transaction activities such as certifications, reconciliations, branch tests and cross-training. Historically, these types of activities were difficult to manage in a transaction-based environment. Lynn Paylor, SVP of Human Resources at BOTP described the benefits of this feature by stating, "Allowing our tellers to focus on these tasks at the right time was tremendously helpful for employee morale and ultimately led to a stronger customer experience."

"Our tellers really got into the program. They loved having the ability to be rewarded financially based on their performance level."

-Lonna Hocking
AVP Regional Retail Coordinator

Employee Incentive Program

BOTP implemented a teller incentive program based on TPH and it had a resounding impact on employee motivation. Lonna Hocking, AVP Regional Retail Coordinator, explained her team's reaction to the incentives by stating, "Our tellers really got into the program. They loved having the ability to be rewarded financially based on their performance level." Lonna helped promote and sustain the program by emailing monthly results to her team. She recognized the top performers for the month, both at the individual and branch level. For example, she would write, "We are reporting an increase of 87.5% in Transactions Per Hour (TPH) since March—going from 8.9 TPH to 16.8 TPH. I am so PROUD of all of you... You and your staff are doing GREAT!!!"

TMS Best Practices from the SVP of Human Resources at BOTP

- Constantly talk about TMS to your management team. Fully integrate it in day-to-day conversation.
- Go to the FMSI Annual User Group Meeting. It was very informative for me and gave me additional tools to help strengthen the TMS solution.
- Getting Senior Management's support will significantly help smooth the TMS roll-out process.

Just as many coastal residents along the Pacific Ocean benefit from having the right weather information at the right time; Bank of the Pacific has dramatically improved their branch operations by having the right performance information at the right time. With FMSI's Teller Management System™ they have realized an optimum staffing expense, an improvement in service level and an increase in employee morale.

FMSI
VantagePoint

Please visit www.fmsi.com and subscribe to our monthly newsletter, which is filled with in-depth case studies and tips on enhancing branch staff performance.