

## QSI Company Background

QSI is a full-service bank equipment company with solutions which include ATM/ITM, video banking, TCR, video, alarm, drive-up, safes, and more. We service equipment made by most manufacturers and models. As a one-stop shop for equipment solutions, we handle all our own rigging and installation. We even own a freight company to pick up and deliver equipment, controlling as many details of the process as possible to make it seamless for customers.

QSI is a Platinum Partner and the **largest financial reseller of NCR** products and services in the U.S. We provide turnkey delivery of ATM and ITM solutions, including Project Management, Program Management and a variety of professional services, including an Integration Team to help with customized integration of our solutions into your back-office systems.

QSI's **Capstone Fabrication & Design™** offers customized designs and fabrication of high-quality kiosks, canopies, surrounds, enclosures and custom signage

Through **RMC (Remote Management Console)**, QSI offers remote managed services which include compliance and operational services for fault monitoring, troubleshooting, patch management, EJ retrieval, anti-virus, hard drive encryption, BIOS password management, Zero-Trust Services, and marketing campaigns.

Custom outsourcing of equipment and services for self-service deployments of all self-service, coin and branch equipment (ATMs/ITMs/TCRs) are available with **QSI At Your Service™**.

- Prepare, brand, install and onboard technology delivered to meet your unique strategic objectives.
- Consolidate contracts and vendors giving you a single owner with end-to-end accountability.
- Manage IT security and compliance risks.
- Provide visibility to channel performance through single pane.
- Service and support hardware and software technology assets.

Log in from any device to review or place calls, check invoices, contracts, and more with our customer portal, **QSI Customer Connect™**.

We employ some of the most experienced and highly trained Service Technicians in the business. Many engineers have 20+ years of experience. All engineers are certified and stay up to date with leading-edge technology.

QSI's Integration Team has successfully integrated many of our solutions to various hosts and back-end systems.

QSI has (2) sister companies which expands our capabilities:

**Titan Armored** provides cash replenishment and vaulting service including CIT (Cash-In-Transit)

**UPTech IT** provides full enterprise-wide IT outsourced managed service and support

## QSI “At a Glance”

QSI, Inc  
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[www.qsibanking.com](http://www.qsibanking.com)

- QSI, Inc is a privately held company and was **established in 1991**, subcontracting for Diebold, Lefebure, Mosler, Hamilton, and Bavis. We built a reputation as a reliable, **trusted source for service and installation**.
- In 1999, QSI began offering service and solutions from NCR.
- Today we sell and service **ATMs/ITMs**, alarm, security, monitoring, safes, locks, undercounter steel, pneumatic tube systems, TCRs, Cash Counters, coin solutions, Video Banking, NCR Digital Banking Solutions
- Partnering with companies who hold **high standards of quality and value** are an essential requirement for QSI including NCR, DMP, Bosch, Verint, March, Verkada, Fortis, and Fenco.
- QSI operates in **22 states today with 450 Field Engineers and over 650 employees**
- Leading NCR Partner deployer in the U.S. of NCR ATMs and ITMs
- QSI serves over **800 financial institutions with almost 8,000 branches**
- Have successfully deployed and service over **2,000 ITMs for over 100 customers**
- Provide in-house freight and rigging and even have our own fabrication shop, *Capstone Design and Fabrication™* to manufacture **custom kiosk, surrounds and signage** for ATMs/ITMs
- QSI operates with a relatively flat management structure, which allows us to **respond and adapt very quickly**.
- All departments including field technicians, deployment and installation, work in **cross-trained teams**, giving consistency to service operations.
- When we expand to serve a customer in a new market, we place a team of engineers in place so that the overall QSI **service experience** continues without degradation. As more teams are added, we enhance support teams to keep balance in our service operation.