



CASE STUDY

Providence Federal Credit Union Selects Peregrin Financial to Manage Their ATMs

THE CHALLENGE

Providence Federal Credit Union (Providence FCU), an Oregon-based credit union serving [Providence Health & Services](#) employees and health industry professionals throughout Oregon and Washington, prides itself on meeting the needs of its members – including a network of 19 ATMs.

However, as their ATM fleet expanded over the past three to five years, the machines began to take up more employee time and changing regulations presented an ever-increasing cost burden.

While ATMs remain an important service and expectation for their 15,000 members, [Providence FCU](#) simply could not continue to meet the management and regulatory demands.

THE SOLUTION

Fortunately, there was an easy fix for their situation – they hired [Peregrin Financial Technologies](#) to handle day-to-day operations and management of the ATMs.

In addition to the minutia of cash handling, transaction processing, receipt paper supply and maintenance, Peregrin's ATM services include the security and regulatory upgrades required for each machine.

“We had used Peregrin for years on a couple of ATMs in Washington,” said Providence FCU President and CEO Shirley Cate. “Peregrin has really stepped up to help us with our ATM fleet.”



As an added service, Peregrin also installed digital toppers on Providence FCU ATMs, opening up an opportunity for additional brand exposure through custom rotating screens to cross-sell products and services.

“Custom screens are a huge benefit to us,” said Cate, “we were happy that we were able to have them to continue to market to our members. Some of these locations don’t get to see us that often, so the screens are a big help!”

THE RESULTS

Thanks to Peregrin, Providence FCU can count on quality ATM locations without the additional costs of regulatory changes and upgrades. With Peregrin staff working to maintain and manage the fleet efficiently, Providence FCU employees can spend less time worrying about paper jams and more on primary services.

“It is so nice to have a partner you can count on, that gives good service, is responsive to any situation and helps us maintain our presence and our relationship with Providence Health & Services,” said Cate. “I would recommend [Peregrin Financial Technologies], definitely.”

Need More Info?

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*— Shirley Cate
Providence FCU*

