



Client Profile

- Full Service Bank
- 516+ Branch Offices across 6 states

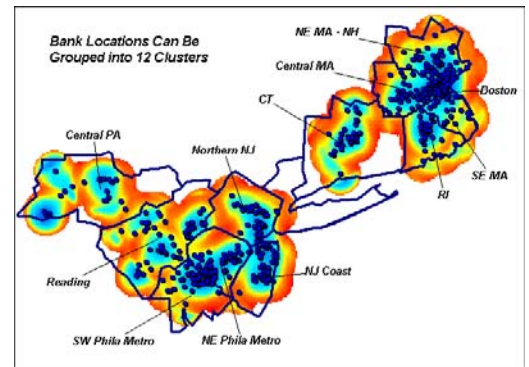
PRES Location Strategies

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Making Up for Lost Time

During the course of working with Sovereign Bank on an energy assignment, PRES Services noticed that there were numerous HVAC service provider contracts. A study was undertaken to identify if the number of contracts could be reduced to simplify administration and dispatching without adversely impacting the response time service level to the branch banks.

A methodology was developed to (a) identify logical geographic clusters of branch locations, (b) find the optimum locations from which to service the banks in each cluster, (c) determine the impact upon response time for each branch location, and (d) compute the maximum allowable billable travel time to each location.



Results

From this analysis, it was determined that the number of HVAC contracts could be reduced from 26 to 12 without negative impact on response time. In fact, the reduction in number of service contractors actually improved response time by 27% by selecting assignments based on the travel center from contactor locations.

CC	Branch	Target Response Time
0025	Ephrata	70
0027	Kutztown	30
0028	Fruitville Pike	80
0030	Wyndmoor	60
0032	Bustleton	40
0033	Pottstown	70
0034	Chadds Ford	50
0038	Lakewood	30
0040	Route 37 East	40
0044	Manchester	40
0045	Brick	20
0048	Neptune	30

The analysis was used as the basis to gain contractor agreement on response time and maximum allowable travel time charges by branch. Billable travel time dropped nearly \$80,000 to produce annual savings in HVAC service charges.