



News Release

Rochester Armored Car (RAC) utilizes Morphis software suite to bring automation & efficiencies in its operations

OMAHA, NEBRASKA [Rochester Armored Car](#) (RAC) announced it is now fully operational with two major [Morphis](#) automation projects that will bring faster, more reliable field services to its customers across seven states.

In the field service business, “speed to dispatch” is a critical path in satisfying the “time to resolution” SLAs, our customers demand.

Bill Shea, RAC VP Strategic Accounts, relates it this way, “In the past to complete a technician dispatch first required a customer encounter with our call center. Then our call center team had to manually put info into Morphis, then dispatch a designated technician to complete the work order. This dispatch setup has worked very well for us - for years. Our customers depended on it. However, we needed to be faster and more efficient. Today, Morphis analyzes the ATM switch data stream and automatically dispatches the assigned technician instantly sending a message to his smartphone – in SECONDS! This has been a big improvement in reducing the time we are taking to receive the requests, enter the info, and dispatch. Not to mention much more accurate detailed info. Also in some markets Morphis manages lock codes from the technicians' smartphone. This is a huge help for the techs in the field to be able to get the combos they need and complete service requests quicker.”

Rochester Armored Car

Since 1964 Rochester has specialized in providing high quality armored car services to the middle U.S. Over the years, the company's services - as well as its service area - expanded as the needs of its customers changed. With one of the most experienced management teams in the industry, Rochester believes that success lies in remaining focused on the company’s mission - With honesty and integrity, to profitably provide the safe and secure transportation of valuables while giving professional and extraordinary service to the customer.

Morphis, Inc

A leading global supplier of currency visibility and logistics software. Today Morphis products are in use across the currency logistics spectrum – central banks, commercial bank, armored carriers, ATM operators and retailers. Morphis' proprietary technologies provide world-class demand analytics coupled to optimized fulfillment logistics that deliver a new level of efficiency and accountability for cash management of any size enterprise.

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Morphis, Inc. | 6060 North Central Expressway, Suite 442, Dallas, TX 75206

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Sent by trahman@morphisinc.com