

Embrace the Future of Banking with Managed Services from Pomeroy



40+ years in Managed Services

2400 technical resources

60K client locations

2M supported devices

99% of tickets auto dispatched

91% first time fix

96% CSAT rating across all support desks

100% coverage in North America

Secure, scalable, and compliant services tailored for the banking industry

In today's evolving banking landscape, institutions face pressure to innovate and streamline operations while ensuring exceptional customer experiences. Our Managed Services help you navigate these complexities, optimizing IT infrastructure, enhancing cybersecurity, and ensuring compliance with regulations.

We provide scalable solutions that drive efficiency and reduce operational risk, allowing you to focus on customer satisfaction and growth. Let us be your trusted partner in shaping the future of banking with confidence.

How we empower financial institutions

Pomeroy's Service Desk and Field Services offerings add efficiency, improve performance, and deliver enhanced customer experiences by:

- Ensuring reliable operations through rapid support
- Keeping you ahead of compliance demands
- Protecting sensitive data against the latest cyber threats
- Optimizing network performance within and between locations
- Drawing on deep industry experience for ideal solutions
- Consolidating business knowledge for comprehensive, consistent support
- Streamlining operations to reduce cost
- Delivering qualified and professional hands-on assistance
- Quickly scaling services and locations according to business needs

Areas we support

- Branch technology design and deployment
- Merger and acquisition support
- Device lifecycle support
- Virtualized infrastructure
- Video and voice conferencing technology
- User training and education
- Managed print services

Flexible support models align with your needs

Pomeroy delivers both remote and onsite services to financial institutions, and together, these models can adapt to almost any requirement. Local, experienced Field Service Technicians share information with enterprise-caliber remote Service Desk staff to respond

Service Desk

Changes happen fast in finance, which is why Pomeroy's world-class Service Desk support is **available 24x7x365**.

With Pomeroy, enjoy the benefits of:

- Expert support technicians with deep industry knowledge
- High availability and swift responses
- Flexible, comprehensive support
- Technicians familiar with your unique environment
- Commitment to resolving issues as fast as possible

Field Services

Pomeroy's "**Smart Hands**" Field Service Technicians provide exceptional technical expertise with the added advantage of **in-person support**.

With Pomeroy, enjoy the benefits of:

- Optimized dispatching for rapid response
- Streamlined branch staffing thanks to scalable and localized support
- Minimal disruption and reduced pressure for branch staff
- Swift time to resolution with expert technicians
- Field service agents who understand your technology and challenges

Trust is paramount in the finance industry. When your staff trusts the tools and infrastructure they work with daily, they're free to deliver exceptional performance—which customers recognize and gravitate toward. Pomeroy's custom solutions and dedicated support provide the reliability that keeps your institution firing on all cylinders.



27x7x365
Continuous care



1,100 Calls per
week



L1 - L4 Store
support

Key Financial Services Partners



SAMSUNG

EPSON



Lenovo

spectrio

elo



Lexmark

nvidia

aruba
a Hewlett Packard
Enterprise company

Leverage Pomeroy's decades of experience to design your ideal finance technology environment. Contact us today to get started.

