

Banking on Our Future: Where We Are Headed

Continuing education, safety, and innovating are the keys to providing our customers with the best service in our industry.

The company meeting in October was a huge success. We were able to accomplish a lot of refresher training for some of our seasoned technicians and introduce new training tools to the newest members of the Bankpak family. We purchased new laptops for the service technicians with the latest technology for alarms, camera systems and reference materials.

Anthony Barrett, our Sales Engineer, went over new Samsung products that we will be selling and servicing. He also conducted a troubleshooting class and training on the DMP Remotelink and Samsung Smartviewer apps.

Chris Bramlett, our Service Manager, conducted a basic ATM class for our install personnel who will be going into the on-call rotation later this month.

Mike Ratliff, our install manager, conducted required annual OSHA training. Our goal is safety and having 100% of Bankpak employees OSHA trained. Also, all service and install technicians will be required to attain and maintain Level 1 alarm certification.

Steve Carroll, our President, introduced the newest member of our sales team, Denson Hardy, who will be covering the north Alabama and southern Tennessee regions. We have 2 new service technicians: Sam Lanham and Paul Roos. Sam will be covering the Chattanooga area, and Paul will be our ATM tech for the Nashville area. Both are experienced techs with years of knowledge.

Taking care of our customers and keeping up to date on the latest technology used to be what we strived for at Bankpak. We now know that “keeping up” is not enough. We must be in front on the latest technology to offer our customers the best products and service in the industry.

The culture and environment at Bankpak has changed a lot in the past 10 months. The future looks very BRIGHT here at Bankpak!

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