

MANDRAKE.ATM

Guide to Choosing an ATM Supplier



www.mandrakeatm.online



Hello there!

There are very few ATM suppliers in Australia that sell ATMs directly to businesses of all sizes. Mandrake.ATM pioneered the "buy your own ATM" business model in 2004. The vast majority of Australian ATM suppliers provide "free ATM machines" to merchants. Merchants sometimes cash these ATMs and receive a fee from the ATM operators for this service. Often, the ATMs are cashed by third parties, which frequently means merchants receive minimal or no fees.

Our 'buy your ATM' business model empowers Australian businesses of all sizes to take control of their payment costs. With this model, the majority of the collected direct ATM fees go to the owner and casher of the ATM, significantly boosting their revenue. Business owners using this ATM business model have complete control over their payment environment. They can direct their customers to the only payment technology that pays them, thereby enhancing their profitability.

Our ATM Supplier Guide

So if you are a business owner who wants to increase your revenue stream and transform the costs associated with POS or "free ATMs", why not start your purchasing decision journey with the leading Australian company in the buy-your-own ATM market space?

At Mandrake. ATM, knowledge, integrity, passion, and innovation are the cornerstones of a successful business. We fully embrace and embody these essential principles, recognising that they are not merely buzzwords, but rather vital components that contribute to exceptional service and customer loyalty. Over 87% of our customers have been with us longer than five years, a testament to our commitment to providing high-quality service. To test our promise, have a chat with us about your ATM needs and compare the quality and the depth of the information you receive in our communications with our competitors' communications.



Does your ATM supplier have the experience, knowledge, passion and right IT systems to provide you with the best customer experience?

Why Work with Us?

The experience of each ATM owner can vary significantly based on the quality and reliability of the ATM suppliers managing their machines. Unfortunately, many owners find themselves grappling with the challenges posed by unresponsive, incompetent, unethical, or inexperienced ATM deployers, which can lead to frustration, lost revenue and dissatisfaction.

Are you feeling the strain of your current ATM supplier's lack of responsiveness?

Are you tired of navigating the complexities of dealing with deployers who don't share your values? If so, you're not alone. Many ATM owners share similar concerns, often feeling overwhelmed by the lack of support and professionalism in the private ATM deployment industry. It's crucial to find a partner that prioritises your needs and aligns with your values, providing you with the reassurance and confidence you need.



To transform your ATM experience for the better, consider the advice provided below.

01 DO YOUR RESEARCH

Prioritise choosing an ATM deployer that demonstrates a deep understanding of the industry. Knowledgeable deployers will have insights into the latest trends, technologies, and regulatory requirements, as well as cashing and security requirements, and troubleshooting tips, ensuring that your ATMs are compliant and competitive.

02 INTEGRITY IS NON-NEGOTIABLE

Integrity is something that permeates everything we do: from providing you honest information regarding your ATM needs to repairs and faithfully meeting our obligations set out in our ATM Owner's Agreements. Integrity builds trust and fosters a long-lasting relationship.



COMMUNICATION

CONTACT DETAILS

1800 672 867
sales@mandrakeatm.online
Brisbane, Queensland
Australia

OFFICE HOURS

M - F 10:00am - 400pm SET

WEBSITE

www.mandrakeatm.online

Is your ATM supplier passionate about customer service?

Additionally, passion plays a pivotal role in the success of any business partnership. An ATM supplier who is genuinely passionate about their work will go above and beyond to ensure that your needs are met and that your ATMs are functioning optimally. Lastly, innovation should be at the forefront of your considerations. In a rapidly evolving technological landscape, an ATM deployer that embraces innovation will be able to offer you cutting-edge solutions that enhance user experience and operational efficiency.

By following these guidelines and carefully selecting an ATM supplier that aligns with your values, you can significantly improve your overall ATM experience. Your satisfaction as an ATM owner should be paramount. With the right partner by your side, you can navigate the ATM complexities of your business with confidence and ease.



The problem with the usual sort of ATM deployers in Australia

Many ATM deployers are stuck in the past, operating with outdated systems and a lack of focus on customer service. This lack of operational excellence can lead to frustrating experiences for ATM owners. For instance, you might have encountered an ATM that is out of service for long periods of time, an ATM deployer that is slow to process transactions, or an ATM supplier that fails to pay rebates promptly or provide adequate support in case of issues. If you've experienced any of these, you're not alone.



Is your ATM supplier responsive to your needs?



One of the main issues with many large ATM deployers is their lack of responsiveness. This lack of customer service stems from their numerous mergers and acquisitions, legacy IT systems that are not integrated, and loss of institutional knowledge due to constant staff turnover, which makes it difficult for ATM owners to get timely support. The combination of these factors can result in long waiting times for customer service, unresolved ATM operational issues, delayed payments of rebates and overall dissatisfaction with the service provided.

Incompetence and inexperience

Deployers who have not invested in building operational excellence often lack the necessary skills and experience to manage ATMs effectively. This inexperience can lead to errors, delays, and a lack of understanding of customer needs.

Ethical Concerns

Ethical considerations are also important when choosing an ATM deployer. Trust and transparency are essential components of a successful ATM deployment, and unethical behaviour can quickly and irreparably erode this trust.

Embracing operational excellence

So, what's the solution to these common issues ATM owners face? In these situations, ATM owners should switch to deployers that prioritise operational excellence through investments in proprietary IT systems, investing in their staff and agile customer service. By partnering with deployers who understand the importance of efficiency, innovation, and customer satisfaction, you can elevate your ATM experience to new heights.

Investment in proprietary IT systems

Deployers who invest in proprietary IT systems can offer advanced features and capabilities that enhance the ATM owner experience. These systems are designed to be secure, reliable, and adaptable to changing technological landscapes.



Agile customer service

By leveraging cutting-edge technology, ATM suppliers ensure that their owners' ATMs operate smoothly and efficiently. These IT systems also deliver significant savings in customer service, which are passed on to the ATM owner through lower ATM transaction processing fees.

Customer service is a critical component of any successful ATM deployment. Deployers that prioritise agile customer service delivered by committed, experienced, and knowledgeable staff can quickly address user concerns, provide timely support, and ensure a seamless user experience. By fostering a customer-centric approach, deployers can build trust and loyalty among their user base. With us, you will get one supremely competent client manager to manage all your ATM needs for the whole duration of our agreement.



Making the switch: a wise choice for ATM owners



Switching from unresponsive, incompetent, unethical, inexperienced, or overworked ATM deployers to those prioritising operational excellence is a wise choice for ATM owners. By choosing deployers who invest in IT systems, focus on customer service, treat and pay their staff well, and uphold ethical standards, users can enjoy a reliable, efficient, trustworthy and secure ATM experience.

So, the next time you're frustrated with an ATM deployer that falls short of your expectations, consider switching to deployers like Mandrake.ATM. Your increased revenue stream, happy customers and peace of mind are worth it.



Time to switch ATM suppliers?

Let's elevate the ATM experience together! Don't feel stuck with an underwhelming ATM deployer, switch to Mandrake.ATM.

CALL 1800 672 867



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