

CASE STUDY: DoubleVision for UNIX/Linux Turns Hours Into Minutes at V-Systems, Inc.

"DoubleVision for UNIX/Linux solves ALL of our remote administration and support issues."

—**Bob Gemignani**, President
V-Systems, Inc.

When you're administering and supporting more than 4000 remote check cashers, you need powerful technology to keep customer service high and losses low. Many leading check cashing and payday loan companies have automated their operations with CHECKPRO from V-Systems, Inc.

CHECKPRO is a state-of-the-art check cashing system designed by check cashers for check cashers. CHECKPRO makes managing check cashing operations easier and more profitable.

With so many remote users, waiting for customer service and transaction authorization can make or break a company.

Presently, V-Systems customers use DoubleVision Pro for UNIX/Linux to approve when transactions that exceed their teller's authority. The CHECKPRO system requires a password on questionable transactions before they are processed. Centrally located supervisors can then provide real time authorization on the generally unusual or large transactions.

"Before we added DoubleVision for UNIX/Linux to our point of sale system, management could only hope that tellers would seek approvals before processing questionable transactions," says Bob Gemignani, President of V-Systems, Inc. "Now our customers have a remote authorization system that simplifies the process as it improves customer satisfaction."

Check cashing administrators need real time monitoring of transactions to approve or deny discounts, set limits, or stop transactions that require extra authorization. V-Systems, Inc. offers its customers a plan for success that solves authorization and support issues in minutes NOT hours.

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V-Systems, Inc.
www.vsi-hou.com
Houston, TX

Business Profile

Specializing in business solutions with personal computers

Founded: 1984

Industry: Financial

End-users: +4000

Products: CHECKPRO, designed by check cashers for check cashers.

V-Systems, Inc. markets CHECKPRO, a state-of-the-art check cashing system designed by check cashers for check cashers.

CHECKPRO makes managing check cashing operations easier and more profitable. CHECKPRO provides a wide variety of products and services that include POS, pricing, central management and much more.

CHECKPRO is an industry leader in automated and computerized check cashing for single and multiple locations.

**DoubleVision Pro
Remote Control Software
Solution Snapshot**

Primary Use:

Remote Control Administration, Remote Control Support and Management for multi-location check cashing operators.

Benefits: Significant enhancements to remote approval and support response times that ultimately improve customer satisfaction.

Hardware:

- HP UNIX 9000 E Series
- HP 928 terminals,
- Printers and POS terminals

Software: DoubleVision Pro for UNIX/Linux

Number of Seats: +4,000