

EXTRACO CONSULTING

People - Products - Processes - Technology



Extraordinary Starts Here





“Of all the banks Celent has researched, Extraco Banks may best illustrate the cultural, technical, and physical transformation needed to address today’s challenges.”

Bob Meara
Senior Analyst,
Banking Group
Celent



OUR SERVICES: Available With Complete Customization to Fit Your Organization.

- Executive Management Guidance
- SWARM Banking® Full-Service Employee Delivery Model & Training
- Hiring Best Practices
- Strategic Planning Services
- Train-the-Trainer Certification for Multiple Management and Retail Needs
- Training Delivery for Customer Service, Sales, and Business Development
- Development of Alternative Delivery Channels
- Company Structure and Reconfiguration
- Product Analysis and Recommendation
- Training University Development
- Trainer-in-a-Box Turn-Key Solutions
- Marketing Guidance and Outsourcing
- Social Media Marketing and Outsourcing
- Efficiency Best Practices and Methodology
- Employee Engagement Assessment and Routines
- Non-Traditional Business Line Development
- Management Best Practices
- Change Management Seminars and Training Delivery
- General Human Resources Guidance
- General Retail Operations Guidance and Expertise
- Customer Satisfaction Routines
- Mystery Shopping

WORKSHOPS AND SEMINARS available on or off site.

Don't just take our word for it...contact us today to schedule your full-day site visit at Extraco Banks and experience SWARM Banking® in action. Extraco Banks is a live, working model in today's new banking environment. Visit one or more Financial Center locations and customize your day.



PEOPLE

Your customer experience hinges on the effectiveness of your employee experience. See our people in action and learn about our creative and practical approaches to how you hire, train, retain and develop internal talent.



PRODUCTS

Learn how you can streamline your product offerings to complement the wants and needs of your customers. All of our products were influenced by customer feedback. Learn how you can simplify your products and support a successful delivery to your employees and customers.



PROCESSES

Your processes must be simple, fast and fun in order to successfully deliver a superior employee and customer experience. We can help you revamp your processes to compliment your strategic goals and initiatives.



TECHNOLOGY

We can show you how to push the limits of existing technology to provide fast, accurate, and easy-to-use services for anyone seeking bank access at any given hour of the day.

“Extraco’s site visit, onsite training and shadowing programs have provided Unibank with the foundation for success. Instituting a culture change within an organization is a difficult task. Extraco Consulting has helped us lay the groundwork and execution plan for a greatly improved process for hiring and training. These changes will provide us with a vastly improved retail delivery system and competitive innovation.”

*Christopher D. Foley
Senior Vice President
Director Retail Banking, Unibank*



EXPERIENCE COUNTS

Over 130 years of combined expertise with Extraco Consulting.

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James Geeslin, the BAI Maverick Banker of the Year, received the award for “applying maverick ideas in a comprehensive, pull-out-all stops manner. For the past several years, Extraco Banks has pursued a top-to-bottom transformation of its retail branch operations that affects everything from floor plan layout to deposit-handling technology to employee training — and at no small risk to customer service and company revenues. Given the difficult economic environment facing banks today, the willingness to re-think old ways of doing business deserves commendation.”

*Kenneth Cline
BAI Banking Strategies*



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