

# EXTRACO CONSULTING

People - Products - Processes - Technology



*Bank-to-Bank Consulting*





*"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



**MOST POPULAR SERVICES: Customized to Fit Each Organization.**

- Executive Management Guidance
- **SWARM Banking® Universal Employee Delivery Model & Training**
- Recruiting and Talent Acquisition
- **Strategic Planning Services**
- Train-the-Trainer Certification for Multiple Management and Retail Needs
- **Training Delivery for Customer Service and Referral Based Sales Training**
- Development of Alternative Delivery Channels
- **Company Structure and Reconfiguration**
- Product Analysis and Recommendation
- **Front-Line Training Program Creation**
- Trainer-in-a-Box Turn-Key Solutions
- Marketing Guidance and Outsourcing
- **Process Refinement and LEAN Identification**
- Retail Leadership Development Programs
- **Employee Engagement Assessment and Routines**
- Non-Traditional Business Line Development
- **Recycler and Virtual Teller Training**
- Change Management Seminars and Training Delivery
- **Hiring Best Practices**
- Centralized Operations Guidance and Expertise
- **Customer Onboarding and Satisfaction Routines**
- Vendor Contract Analysis and Negotiation

Visit [extracoconsulting.com](http://extracoconsulting.com) for a Full Listing of Services.

*Don't just take our word for it...contact us 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. Schedule your customized site visit today.*



## 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 complement 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 Consulting seeks to understand what is at the core of a client's value proposition. They do this by building a relationship with the client to understand its historical perspective, corporate values, current competitive market and strategic direction. The professionals at Extraco take a thoughtful approach that combines depth of knowledge and expertise in a collaborative way. Their observations and recommendations are fact and experiential based. As a fast-growing organization in a highly competitive and regulated environment, Extraco Consulting has been a critical engagement for us as we continue to build for the future."*

**Annette Rollins**

*Executive Vice President, Chief Human Resources Officer  
Bank of North Carolina*

**Contact Extraco Consulting today to customize and schedule your site visit at 254-751-8842.**



## MEET THE TEAM

(left) Sara Biggio, Davy Villanueva, Krista Rosas, Michelle Weaver, James Geeslin, Lindsay Green, Carlton Lemley, Mary Coleman, Justin Jack, (front row) Holly Garza, Sheri Klish, (not pictured) Stacie Edwards, Maria Combee

## EXPERIENCE COUNTS

Over 175 years of combined expertise with Extraco Consulting.

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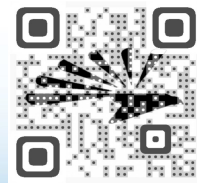
*James Geeslin, the BAI Maverick Banker of the Year, received the award for “applying maverick ideas in a comprehensive, pull-out-all stops manner. For the past several years, Extraco Banks has pursued a top-to-bottom transformation of its retail branch operations that affects everything from floor plan 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



## CONTACT INFORMATION

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