

# Nautilus Hyosung America Partners With Extraco Banks and Extraco Consulting to Deliver the Next Evolution in Banking With Core Integration



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IRVING, Texas, Oct. 12, 2017 /PRNewswire/ -- Nautilus Hyosung America (Hyosung), the largest and fastest growing ATM provider in the United States, is proud to announce its successful branch transformation partnership with Extraco Banks and Extraco Consulting. Hyosung has implemented the MX8800 in-lobby unit and 7800i drive-up ATM at Extraco's flagship financial centers.

Extraco turned to Hyosung when they began looking for a next generation video teller that could efficiently operate inside the branch and outside the branch. The 18-month implementation integrated the technology directly with the core



processor rather than using the traditional ATM switch integration method. The new solution avoids the costly dual-entry method associated with other video solutions on the market.

"Hyosung was the most aggressive ATM vendor willing to adapt and work with us on our vision," said James Geeslin, vice chairman of Extraco Banks and CEO of Extraco Consulting in Waco, Texas.

Video assist capabilities are embedded in each machine allowing customers to instantly video chat with a universal employee when help is needed. Relationship bankers can manage multiple locations, allowing well trained experts to serve customers across Extraco's branch footprint.

"These machines will cash a check down to the penny, will take loan payments, transfer between accounts and more," said Sungmahn Kim, chief operating officer at Nautilus Hyosung America. "They can do nearly everything a relationship banker can do on the frontline or teller line."

Additionally, the new solution includes a tablet service which allows branch managers to monitor transactions and assist frontline tellers in real-time.

"We put a lot of research and thought into this extensive project and Hyosung has the best technology, the best service and support, and the best people," said Geeslin. "We knew this was going to be a visionary project and no one but Hyosung stepped up to the table to work with us and our core processor. They stayed up with us into the night until our vision was met. It's going to change the way we do business in our branches and drive-thrus."

## **About Nautilus Hyosung America**



Hyosung is the North American subsidiary of South Korea-based Hyosung, Inc., a global leader in providing ATMs to the retail off-premises and financial institution markets. Since entering the North American market in 1998, Hyosung has become the largest provider of ATMs in the United States. Hyosung is headquartered in Irving, Texas, and provides research and development support in its Global Software Center in Dayton, Ohio.

### **About Extraco Banks®**

Extraco Banks® celebrated 113 years and three generations of family management on July 12th, 2015. Founded as a cotton warehousing company, Extraco is the largest and most comprehensive independent financial institution headquartered in central Texas with over \$1.3 billion in assets, \$150 million in capital and reserves, and 145,000 customers. Extraco's 19 financial centers are located in Bryan/College Station, Georgetown, Lampasas, Killeen, Harker Heights, Copperas Cove, Waco, Temple, Belton, Lorena, Gatesville, Hamilton, McGregor, and Round Rock. <https://www.extracobanks.com/> Extraco Banks is a Member FDIC.

### **About Extraco Consulting**

Extraco Consulting has assisted hundreds of banks and credit unions throughout the United States. The firm provides branch transformation strategies, universal banker implementation, management consulting services, process improvement guidance, recruiting and HR services, and marketing outsourcing. <http://www.extracoconsulting.com>.

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