



Visiontron takes customization to the next level for Bank of America.

For assistance finding the right solution for your location, speak with a People Guidance Pro at **631-582-8600** or SalesTeam@Visiontron.com.

A couple of years back, Bank of America was looking to replace the queue panel system that they used in their branches. Their existing system was wrought with problems; it required too much work to install, they had issues with the bases coming loose and they did not like how literature was installed into the frames.

So, in looking to replace their old system, Bank of America reached out to Visiontron in July 2016. The project brief:

- Simple installation.
- Reliable and sturdy post and base construction.
- Frames with easy access to change literature.
- Posts in a satin finish.

Our first quote was for our best in class **RETRACTA-BELT**® satin finish posts with standard black caps and clips, and Designer-Series **Q-PANEL**™, which is designed with a unique hinged top, making it very easy to change frame inserts.

Bank of America liked the solution but requested that our black post caps and clips matched the post and frame finish color. Challenge accepted!

Off to a rocky start, the corners of the Designer-Series **Q-PANEL**™ frame did not match the finish of the side of the panels. The post didn't match the caps, and the clips didn't match the post. All of this 'matching' was essential for us to secure the project.

Over many weeks, the engineering and production teams worked with our go-to vendors sampling finishes to offer matching components that would meet Bank of America's specifications. By modifying the Designer-Series **Q-PANEL**™ frame to remove corners that were too difficult to match due to the different material, they came up with the look that Bank of America wanted. We have been successfully supplying custom **Q-PANEL**™ solutions to Bank of America since 2017. Over 1000 branches to date and many more to come!