You’re made in USA, right?
BJ: My family has a deep respect for American manufacturing. In fact, we’re the only remaining US manufacturer of coin, cash and check processing equipment. We’ve chosen to keep our manufacturing in the US because we gain advantages in terms of quality control, delivery schedules and flexibility in meeting customer needs. We believe in helping America retain its manufacturing roots, because a strong manufacturing base creates jobs, strong communities and a healthy economy.

How has the company maintained its leadership in a constantly changing industry?
BJ: My motto is, if you’re not changing, you’re dying—so change is part of our lifeblood. Our focus has always been efficiency, automation and innovation; those pillars support the development of game-changing solutions. We invented desktop currency processing with our JetScan product. Today, almost every bank uses this type of product. We are constantly finding ways to increase the efficiency of processing different forms of currency, because physical currency will be around for decades to come.

Innovation is part inspiration and part perspiration. What inspires you?
BJ: I’d say staying out of trouble with my brother, Paul. Seriously, Paul is President and CEO of an ICBA member, Glenview State Bank and Doug and I are on the board that oversees the bank. Paul is a director on Cummins Allison’s board, too. I have the opportunity to hear their challenges first hand and that gives us a great deal of insight into how we can help solve some of the issues that banks are dealing with. Paul hears what Doug’s engineers are considering and provides feedback into the development process. Paul is not our only source of input but his input is very helpful, and the bank is the best test lab any innovator could want.

What are your thoughts about Branch Transformation?
BJ: Branch Transformation is finding the balance between cost, customer service and growth. It’s not easy and it’s different for every bank. But ATMs, currency and self-service coin solutions all help community banks use staff more effectively, reduce operating costs and enhance the customer experience.

What can you tell us about the new products you’re working on?
BJ: We are committed to new ways to help banks with efficiency. We want to continue our heritage of breakthrough innovation. We’ve got some great ideas in the hopper and I can’t wait for them to come out.