



## Retail Bank Eases Concerns with Touchpoint Protection

Northwest Bank is a family-owned bank based in Spencer, Iowa with three retail locations in the metro Des Moines area. A total of 55 employees work across all three locations and hundreds of consumers visit on a daily basis for their banking needs.

### CHALLENGE

In May 2020, wanting to ensure the safety of their consumers and employees, Northwest Bank contacted Heritage Building Maintenance to learn more about their antimicrobial touchpoint program, which later became MicrobX™.

### SOLUTION

The bank was impressed with the proven success rate of MicrobX, particularly the data that Heritage shared from other client cases. "A huge factor in our decision to use their antimicrobial program was that the protection it provided is ongoing vs. standard cleaning

and disinfecting," says Travis Simpson, Executive Vice President, Northwest Bank.

Given the short-lived nature of other disinfection programs and their concern about a possible spread of infection, the bank had actually assigned cleaning duties to most employees who were taking turns every two hours to wipe down and disinfect high touch areas. With the protection and peace of mind provided by MicrobX, that is no longer necessary.

**MicrobX™**

### RESULTS

The first test after the initial antimicrobial treatment showed extremely low bio-burden numbers. *"It was incredible to see those numbers a month later. The differences were dramatic. We were very pleased,"* says Simpson.

The bank is very pleased with the results they've seen, and employees are at ease and comfortable coming to work every day. The bank plans to continue with MicrobX in order to continue providing protection throughout the environment for their employees and to reduce the potential for absenteeism due to seasonal illnesses.