



▶ MONITOR ENTIRE FLEET OF ATMS EFFICIENTLY, RELIABLY, QUICKLY THROUGH AUTOMATION



▶ REDUCE DOWNTIME AND INCREASE CUSTOMER SATISFACTION WITH ACCURATE MONITORING



▶ GAIN INSIGHT THROUGH HISTORIC DATA AND DETAILED REPORTS TO HELP REDUCE SLA BREACHES

ATM Monitoring

focus

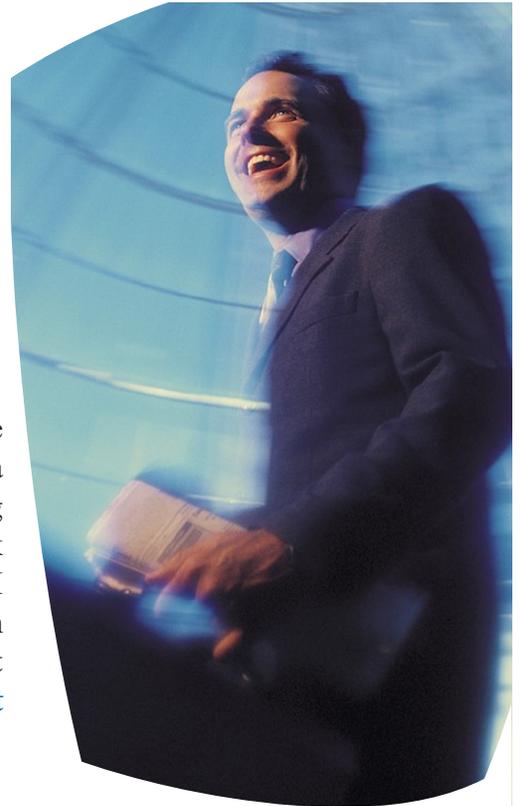
ADDRESSING THE NEEDS OF ATM FLEET MONITORING, DIAGNOSTICS, MANAGEMENT & REPORTING

ATMInsight is a highly effective tool to monitor entire fleet of ATMs which can increase the availability of ATMs without capital expenses or specialised hardware.

Reduce ATM Fleet Downtime

There has been a significant increase in ATM usage as installation of ATMs has been particularly rapid in recent years and as such banks must address management of ATM networks in order to capture efficiencies in revenue and stay ahead in an increasingly competitive market. This effectively means that the bank's ATM network must operate at its optimal efficiency.

To increase the availability of the bank's ATM network, a comprehensive ATM monitoring tool is required that allows the bank to continuously monitor the ATM fleet to ensure that the maximum number of ATMs are operating at peak efficiency. **ATMInsight** offers this level of monitoring.



Turnkey Automated Monitoring

ATMInsight simplifies the issues of ATM problem management by automating the processes involved and allowing bank personnel to better manage problem resolution and track the response of ATM service teams. The *entire* (turnkey) solution can be implemented using existing resources to minimize system costs and complexity without existing vendor involvement or capital expenses.



Getting the most from your ATMs



Keep your ATM fleet in service for longer with downtimes kept to an absolute minimum with proactive monitoring.

The **ATMInsight** solution allows the bank to reduce operating costs and better manage the performance of the ATM network without having to invest in large operational specific monitoring hardware or other capital expense. The entire solution can be implemented (as a turnkey) using existing servers to minimize system costs and complexity without existing vendor involvement or capital expenses.

The **ATMInsight** monitoring system receives the entire range of messages (rather than generalised messages) that are despatched by the ATM, including transaction messages. In the first instance this allows more specific information about the nature of the problem to be available and acted upon. Leading on from this it then allows the monitor to collate comprehensive data and

portray this in a meaningful way to the bank as well as using this information to highlight any future potential issues.

ATMInsight allows ATM uptime to increase by addressing issues at the first instance.

Effectively **ATMInsight** virtually eliminates lost or ignored events that are likely to happen during manual monitoring. Events are followed up by SMS and Email on a 3 tier level so that they can be dealt with without delay.

The **ATMInsight** monitoring solution will enable the bank to achieve maximum ATM availability with the least cost and effort to implement the solution.

Quicker time to resolution

Any issues on an ATM terminal are highlighted immediately without a time lag

Customer satisfaction

Customers expect high availability from an ATM, raising ATM uptimes reaches this goal

Interchange revenue

Higher ATM uptime means less missed opportunities and more revenue

Benefits:

- Automated notifications of incidents and subsequent escalations for quicker responses to problems
- Reduction in overall ATM network operational costs by removing manual monitoring
- An existing server solution to minimize system costs and complexity without having invested in large operational specific monitoring hardware or other capital expense
- Increase in ATM network availability by faster incident or failure analysis
- Historical data use in trends to analyse regular problems
- Improvement in personnel efficiency and reduction in staffing needs allowing the bank to focus on core business issues
- Automated message despatch via GSM SMS and Email to appropriate personnel using a 3 tier support staff level
- Requires no existing vendor driven changes to current systems
- Reduction of ATM network management and operational costs
- Round the clock 24 hour analysis and feedback of ATM events
- Instant/real-time communications and other status analysis

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