

Datasheet ATM Management

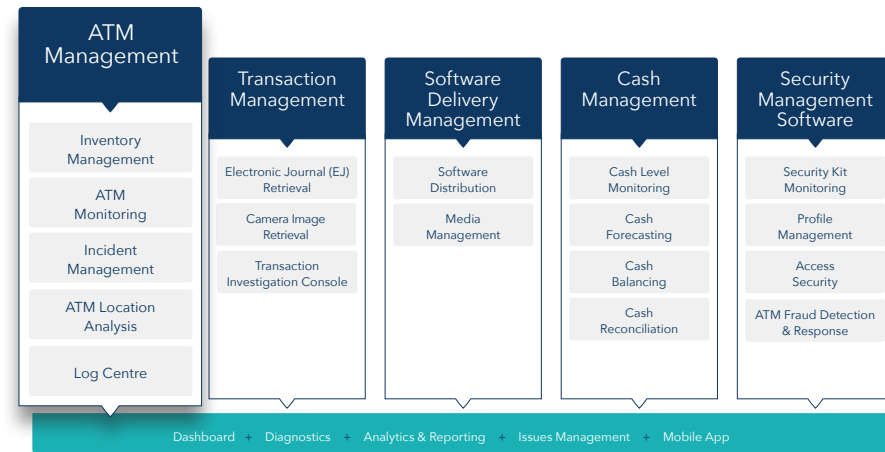
ATM Management gives you complete control over the entire ATM network.

Optimal cardholder convenience and service result from maximum ATM availability and operational costs are significantly reduced through proactive state-of-health monitoring, efficient incident management and fast issue resolution.

Globally deployed on all major brands of ATMs, Cash Deposit and Recycling Machines and Kiosks, ATM Management and Monitoring is a robust, multi-vendor solution.

*ATM Management:
"Complete control over your ATM network."*

TMS ATM Management & Monitoring portfolio



ATM Management pack includes the following modules:

- Inventory Management**
 Real-time information on the hardware configuration and software versions installed on each ATM is automatically updated and securely stored centrally. An easy-to-use search facility enables operators to access this information and export into Excel format for reports and auditing.
- ATM Monitoring**
 Remote diagnostics provides instant insight into the state-of-health of all ATMs, and the devices inside them. Dashboard views and customisable reporting and tools, make monitoring the ATM network efficient and cost effective. This includes information and statistics on the status, up-time and performance of all ATMs in the network. Real-time alerts are sent via email, SMS or mobile app.

- **Incident Management**

Effective, automated incident management minimises ATM down-time and ensures that customer services are restored as fast as possible. New service tickets, based on configurable business rules, are automatically opened when there is a new issue at the ATM. The status of the service ticket workflow from its opening to close is automatically tracked and updated.

- **ATM Location Analysis**

Google map data, including ATMs, bank branches, supermarkets and schools for example, combined with available information on ATM transaction volumes by location, not only helps to analyse the performance of the existing ATM installed base, but also to determine optimum locations for new ATM placements.

- **Log Centre**

A centralised, real-time collection of all the ATM log files including Electronic Journal and ATM device logs provides a 'one-look' view of all the data so that hardware or software issues can be resolved quickly.

This information is automatically scanned and configurable pre-defined business rules support predictive maintenance so that alerts are generated and sent to appropriate service personnel via email, SMS or mobile app for fast incident prevention and resolution.

Features included in all ATM Management modules:

- **Dashboard**

Centralised '**one-look**' **dashboard views of the real-time status** of all ATMs in the network, with secure access and audit trail. Views depend on the packs installed, and can include ATMs in service, ATM cash levels, ATM incidents, ATM ranking by transaction volume, ATM transaction history and ATM security alerts.

- **Diagnostics**

Commands are sent to the ATM to **check the status of a device** or re-set the device.

- **Analytics & Reporting**

Accurate and **detailed information on ATM status**, uptime, performance and transactions combined with easy-to-use search facility and data export.

- **Issues Management**

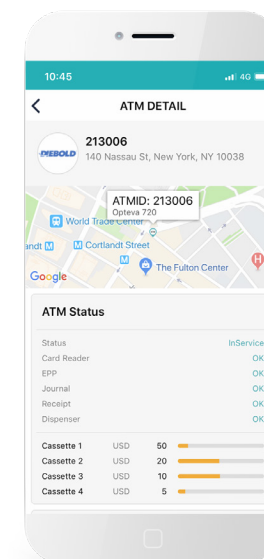
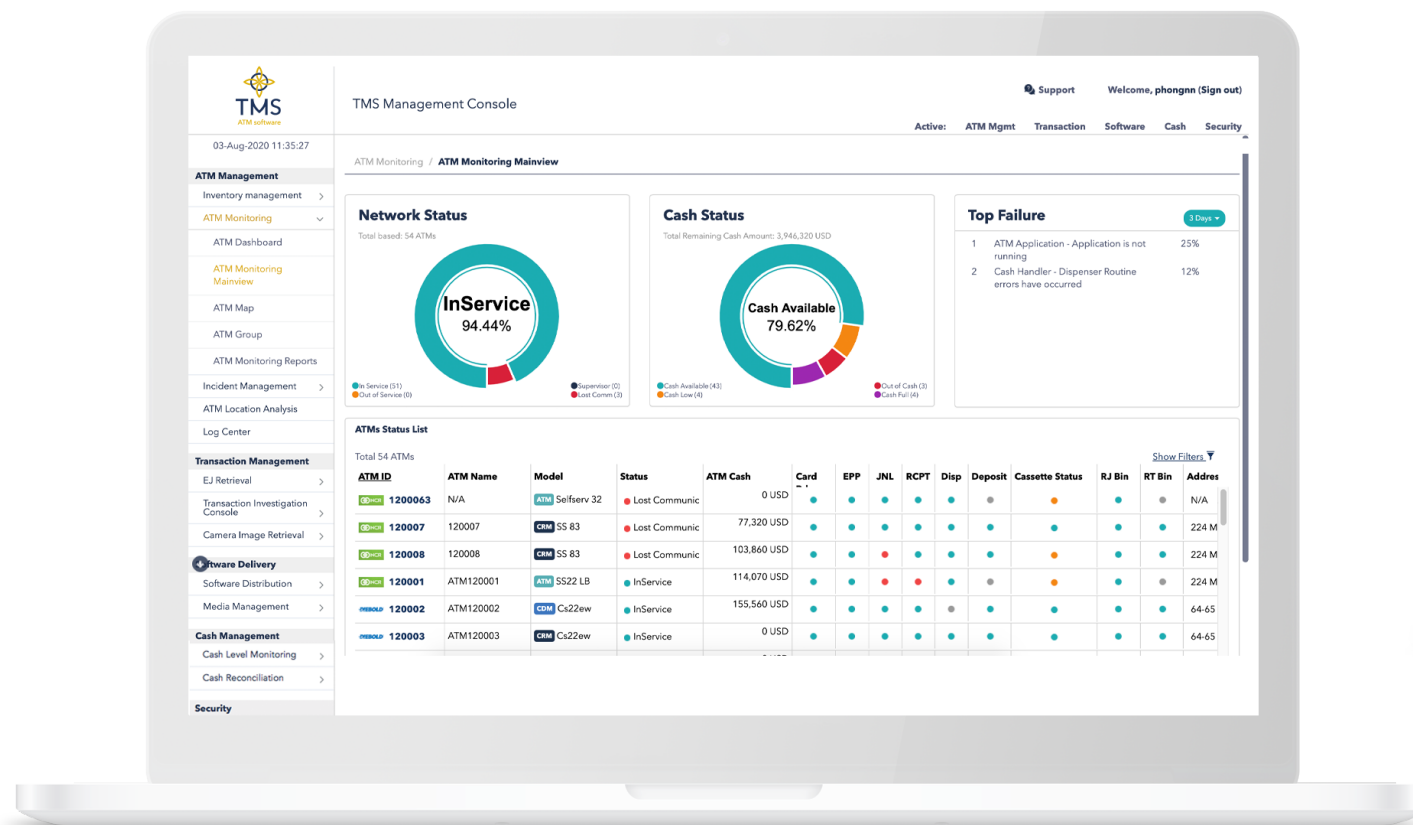
Automatically **generates alerts** on incidents for fast and efficient escalation and tracking until resolution.

- **Mobile App**

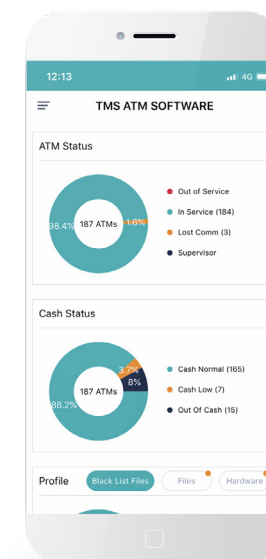
In addition to alerts via email and SMS, **real-time monitoring and response** 'on the move' is supported by mobile app.

TMS Global Software features

Dashboard + Diagnostics + Issues Management + Analytics & Reporting + Mobile App



Overview alert: location, type, history



Mobile notification of a specific ATM event

'One-look' dashboard views with accurate and detailed information on the real-time status of all ATMs

Features and benefits summary


Operational efficiency and cost savings

- Centralised “one look” dashboard view of the state-of-health of all ATMs with alerts via SMS, email and mobile app
- Instant remote diagnosis of ATM issues mean that service calls are timely and productive, the right parts are taken first time

Maximum ATM availability and customer service

- Automated incident escalation and management for fast issue resolution
- Configurable pre-defined business rules support predictive maintenance, even before issues arise

Security and Compliance

- RSA algorithms authenticate ATM agent-server connections
- All data transferred between the ATM agent and the server is encrypted and decrypted under AES 256-bit mode
- Automatic masking of card numbers supports PCI-DSS compliance requirements
- TMS Global Software has been penetration tested and certified by  REDSCAN™

Embrace control.



TMS Global Software
391B Orchard Road
#14-07 Ngee Ann City
Singapore 238874

Phone: +65 94356825
sales@tmsglobalsoft.com
support@tmsglobalsoft.com
www.tmsglobalsoft.com