AtmView
Your challenge is our passion

www.atm-view.com

Improve the operational efficiency of your automated teller machines with Atm-View's monitoring solution :
The essential tool for modern banks.

Monetics is a constantly evolving field, and ATMs have become an integral part of modern banking life. To mitigate these issues, banks need to have a powerful monitoring tool to continuously track the performance and status of their ATMs in real-time.

🌐 atm-view.com   ✉ Info@atm-view.com

ATMs are a key element for banks, providing customers with permanent accessibility for managing their funds. However, they face a number of challenges that can impact their performance and usage, including security, availability, and reliability. Fortunately, through technological advancements and the adoption of appropriate strategies, financial institutions can utilize monitoring solutions to track ATMs in real-time, overcoming these challenges and delivering a more reliable and efficient service to their customers.

Implementing a monitoring solution for ATMs can have a significant impact on the bank's brand image. By utilizing real-time monitoring of ATMs, technical issues can be quickly identified and resolved, thereby improving the operational efficiency of the ATM network and reducing downtime for customers. This reliable and efficient experience can strengthen current customer loyalty to the bank while attracting potential new customers. Moreover, such improvement can have a positive impact on the bank's long-term profitability.

The difficulties and challenges associated with ATM management :

Managing ATMs poses a significant challenge for banks due to the complexity of the technology involved, high costs related to maintenance and security, and the need to ensure customer satisfaction during the use of these machines.

The availability and reliability of ATMs are critical factors for users who rely on these machines for basic banking transactions.

ATM unavailability :
Frontline user frustrations

Common issues related to ATM availability include machines being out of order or under maintenance, software errors, and network outages. These problems can result in transaction delays and discrepancies, a poor user experience, as well as revenue losses for banks, as consumers may be forced to seek alternative sources for managing their finances.

Transaction failures :
Impact on customers and banking costs

Transaction failures can have a negative impact on user experience, customer satisfaction, and the bank's reputation. They can also lead to additional costs for banks, as they have to process refund requests and resolve errors. Data entry mistakes, security issues, and software failures are often the causes of these failures.

Cash shortage :
Frustrating unavailability triggering a wave of complaints

Cash unavailability in ATMs is a serious issue for people who rely on these machines to access their funds. This problem can be caused by various factors, such as mass withdrawals, cash dispensing errors, ATM maintenance, or system failures. Users may find themselves without cash, which can cause significant issues for their everyday purchases.

Maximizing these KPIs is one of the main objectives of Atm-View's monitoring system, aiming to provide the bank with the best possible visibility for ATM management.

Atm-View Monitoring Solution : An Innovative and Essential Response to the Needs of Financial Institutions.

In response to these challenges, Atm-View offers a highly technological, modular, and flexible monitoring solution that allows real-time monitoring of the performance, availability, and status of each automated teller machine (ATM). Through precise data collection, advanced performance analysis, efficient alarm management, real-time notifications, and intelligent dashboards, the solution provides a comprehensive view of the ATM fleet, enabling improved KPIs. Moreover, the solution is based on XFS, making it compatible with ATMs from multiple manufacturers, offering an adaptable and scalable solution to meet the specific needs of each business.

Modular approach :

The Atm-View monitoring solution is designed with a modular approach, providing a comprehensive view of the operational status of ATMs and KPIs to measure the evolution of ATM availability, transaction success, and cash availability.

A complete management and administration base for ATMs

ATM-View's monitoring solution is a comprehensive solution specifically designed to meet the management and administrative needs of ATMs in financial institutions. By providing a complete and integrated workflow, the solution equips banks with the necessary tools to optimize the performance of their ATMs and ensure a seamless customer experience.

The modules offered by Atm-View have been proven and tailored to the specific requirements of banks, catering to the unique demands of their environment. These modules encompass a range of advanced monitoring features that enable management teams to track the status and performance of ATMs in real time.

One of the key advantages of ATM-View's monitoring solution is its ability to swiftly detect potential issues. Through real-time monitoring, anomalies or incidents are identified as they happen, facilitating prompt response and effective resolution. This significantly reduces ATM downtime, resulting in improved service availability for customers.

GESTION DU CASH	TABLEAU DE BORD INTÉGRÉ
ANALYSE DES TRANSACTIONS	MESSAGES D'ERREUR DÉTAILLES ET ALERTES
OPÉRATIONS À DISTANCE	GESTION DES INCIDENTS
VUE DE SANTÉ EN TEMPS RÉEL BASÉE UR XFS	E-JOURNAL
MESSAGES D'ERREUR DÉTAILLES ET ALERTES	

By utilizing ATM-View's solution, banks can ensure continuous ATM operation and smooth transaction processing, guaranteeing customer satisfaction and fostering long-term loyalty.

Advanced features for efficient ATM management

Atm-View offers a wide range of functionalities that enable effective and comprehensive monitoring of ATMs.

XFS-based real-time health view

- Detailed status of ATM peripherals
- Tracking of ATM availability
- Transaction auditing
- Proactive monitoring

Remote operations

- Remote program execution.
- Enabling/Disabling the ATM.
- Remote supervisor mode activation.
- Synchronized reboot with the ATM application.
- Connection check.
- Diagnostic and reporting of the home screen.

Cash management

- Realtime view of cash stock in your ATM network
- Analyze cash history to forecast consumption
- Automate and track the cash replenishment process
- Optimise cash-flow

Transaction analysis

- Real-time end-to-end transactional journey auditing.
- Calculation and analysis of request/response time for each transaction.
- Analysis of transaction bottlenecks.
- Identification of ATM layers contributing to transaction delays.
- Transaction message

E-Journal

- Downloading the electronic journal in real time
- Backup and Archive
- Advanced JE Search
- Consultation of the Journal / archives
- Display of suspicious transactions
- Transaction Image Extraction

Incident management

- Analysis of incidents and alert escalation.
- Automation of the incident lifecycle.
- Incident priority management.
- Ticket tracking.
- Corrective actions.
- Management of SLAs with various ATM suppliers.
- Archiving and historical tracking.

Video surveillance

- Snapshot based on transaction event
- Backup and archiving flexibility
- Two modes of operation: online and offline.
- Multi-criteria image search
- A web console to view and download images
- Integration with GABS applications

Detailed error messages and alerts

- Intelligent event notification engine based on trigger rules.
- Real-time monitoring of the health of the ATM fleet and the performance of its transactions.

Integrated dashboard

- Interfacing with external BI tools
- Standard reports
  - Gabs disconnection reports
  - Availability of Gabs
  - Cash report
  - Transaction report
  - Status report
- ATM Activity Summary
- Specific extensions

Enhanced ATM Availability: Ensuring Seamless ATM Availability

ATM availability issues can negatively impact banks. If ATMs are not available, customers may divert to other financial institutions to complete their transactions, which can result in loss of customers and revenue for the bank.

ATM-View's monitoring solution can address this issue and maximize the availability of ATMs for users through :

■ Real-time monitoring via XFS :
Monitor the status of ATMs in real time, allowing potential problems to be detected and resolved quickly before they cause transaction delays or discrepancies.

■ Automated alarms :
The solution is configured to send automated alerts when a problem is detected, allowing quick action to be taken to resolve it.
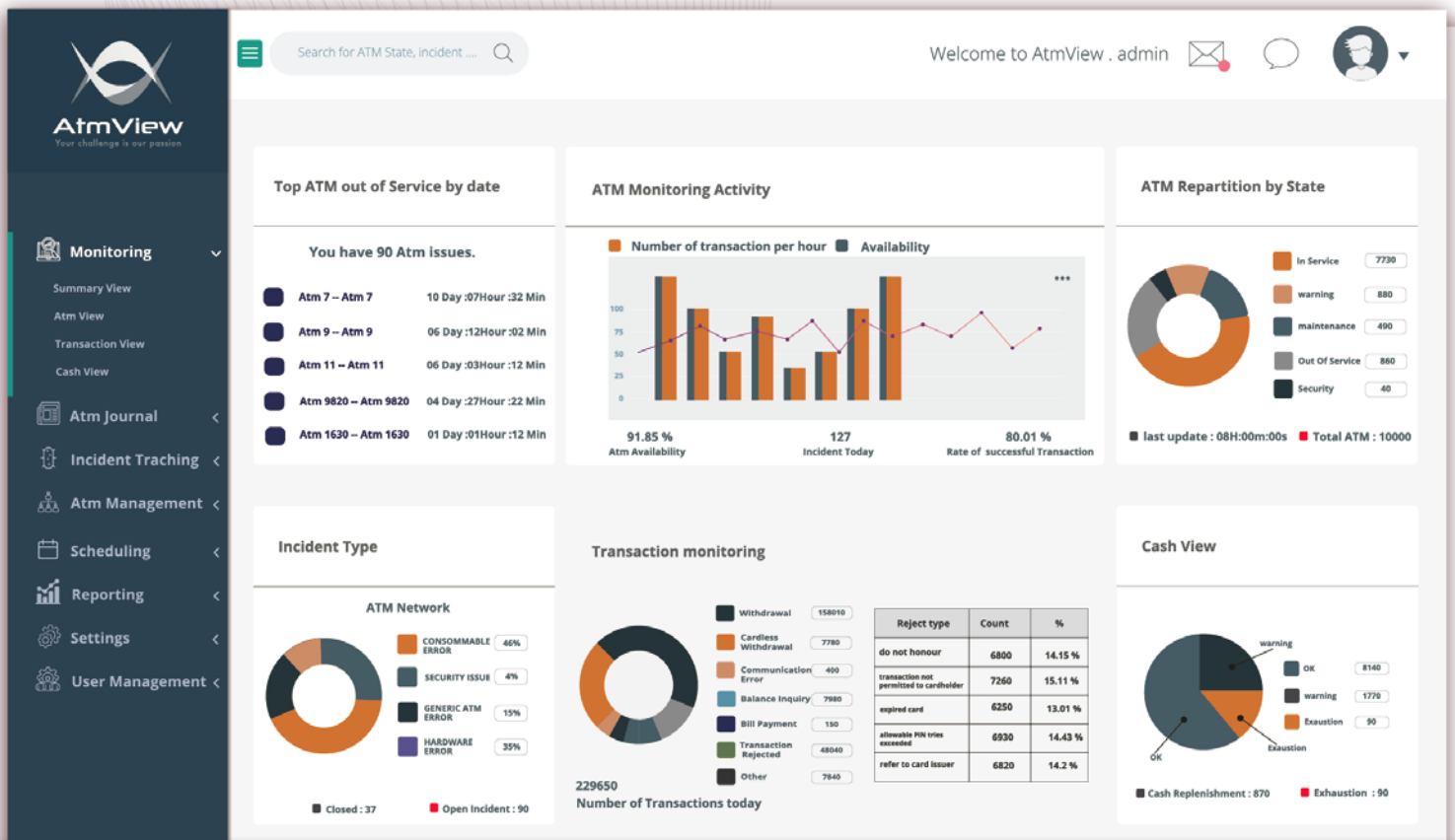
■ Data analysis :
Collect data on the operation of ATMs, which helps to understand trends and usage patterns and improve corrective maintenance.
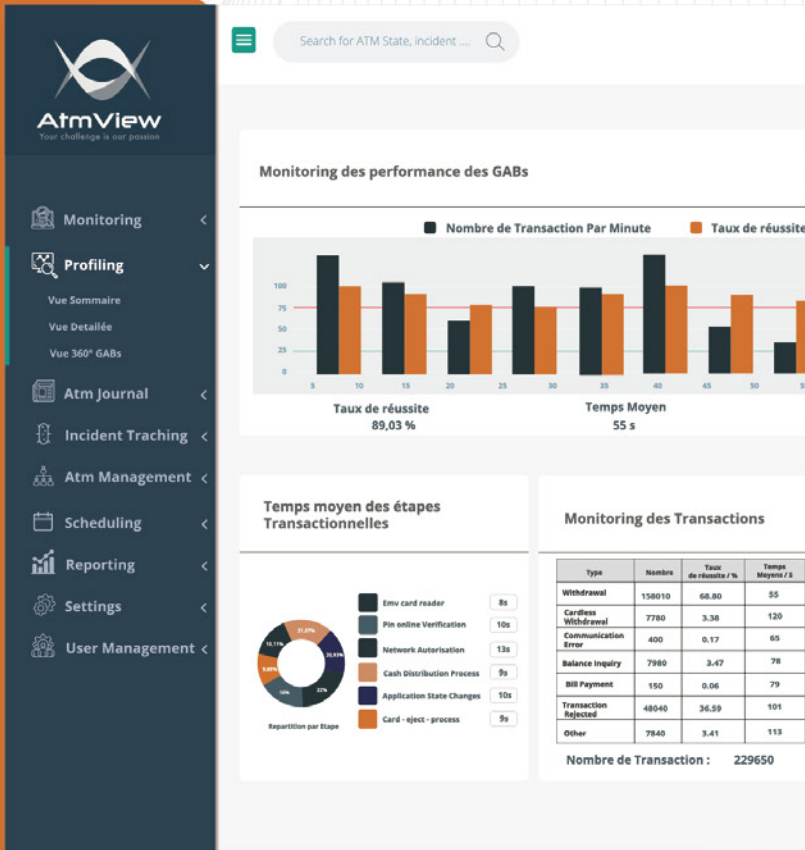
■ Improved collaboration :
The solution facilitates collaboration between different departments of the bank and service providers, which will improve the speed and efficiency of problem solving.

> By using ATM-View's monitoring solution, banks can ensure the availability of their ATMs and provide a better user experience
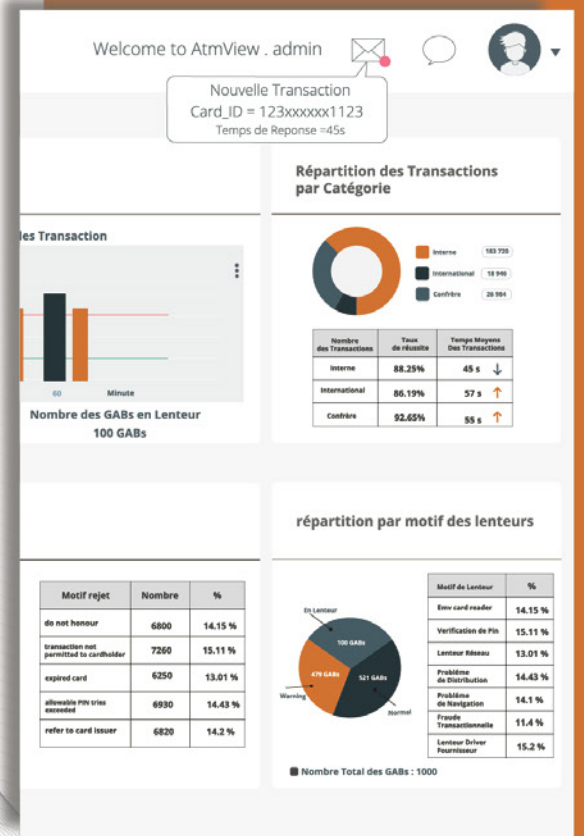
Optimizing Transactional Performance :
Speed, Reliability, and Efficiency of Banking Transactions.

The ATM monitoring solution offered by Atm-View is a real asset for banks wishing to improve the efficiency of their transactions. By using sensors to collect data on several aspects of ATM operation, the solution provides comprehensive transaction monitoring. Built-in data analysis algorithms help detect anomalies and potential performance issues, such as slow transactions or processing errors, and resolve them quickly before they impact customers.

The Atm-View solution also makes it possible to carry out a complete audit of the transactional path in real time, thus making it possible to calculate and analyze the request or response time for each transaction. This helps identify transaction bottlenecks and ATM layers that contribute to slow transactions. By ensuring the reliability, speed and security of transactions, the solution offers a better user experience.

Thanks to Atm-View's solution, customers can perform their transactions with confidence, without having to worry about any technical problems that may arise. As a result, banks can improve operational efficiency and provide superior customer service.
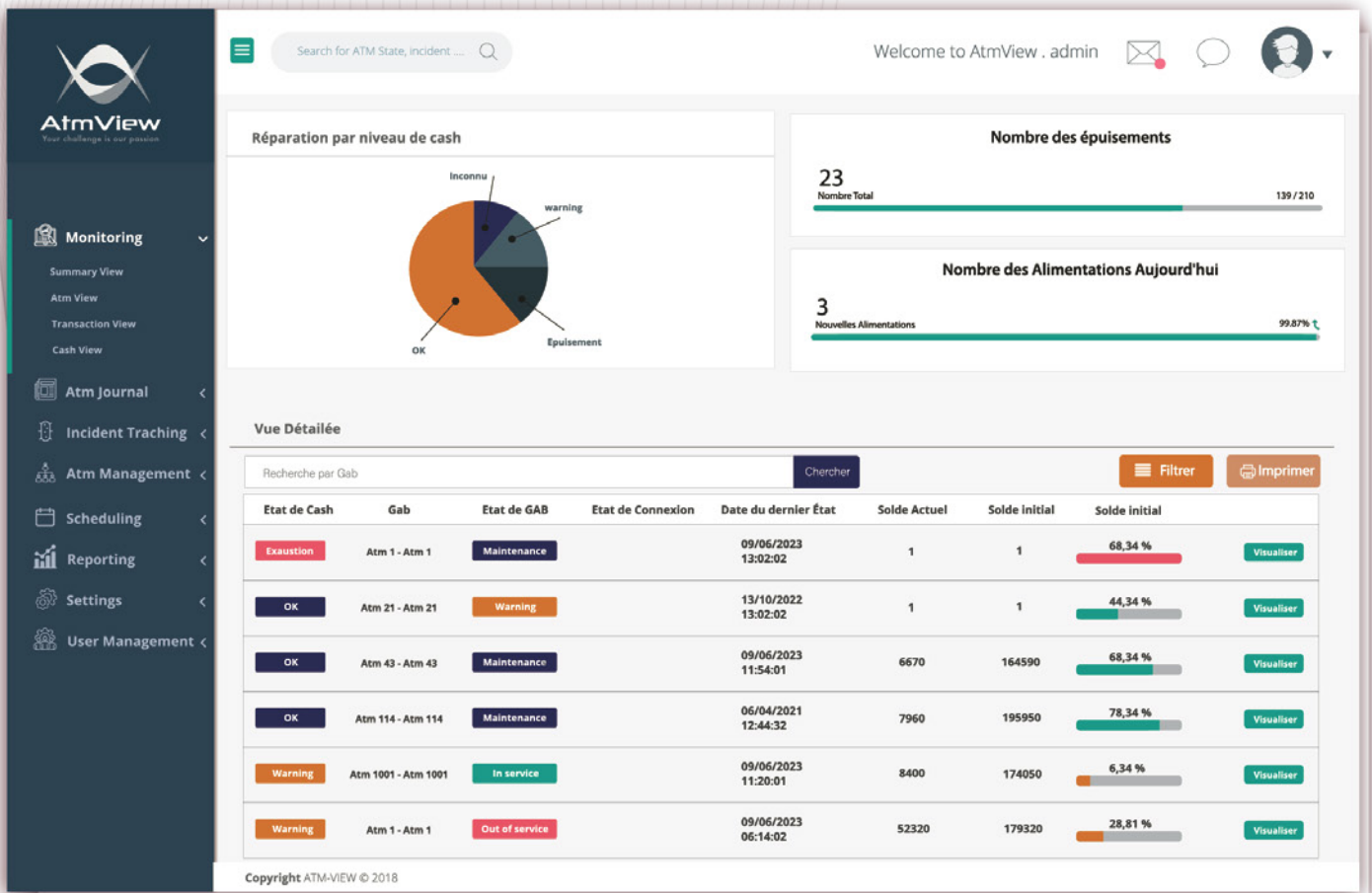
Cash Accessibility : Ensuring Optimal Availability of Cash in ATMs

The availability of cash is a crucial issue for financial institutions concerned with offering quality service to their customers. It is in this context that ATM-View's ATM monitoring solution presents itself as a major technological advance.

The solution uses sensors installed in ATMs to monitor in real time the level of cash available in each cassette. The collected data is then transmitted to a centralized system that allows banks to track the status of each ATM in real time.

Using this data, banks can make informed decisions about the liquidity provision of each teller. For example, if a particular ATM is regularly low on cash, banks can increase the amount of cash available in that specific cassette. This makes it possible to meet customer needs while avoiding the loss of revenue associated with empty counters.

The solution also allows banks to better plan their cash supply. Banks can analyze ATM usage trends to determine when the demand for cash is greatest, and adjust their supply schedules accordingly. This helps ensure that ATMs are always supplied with cash when customers need it most.

Intelligent monitoring for efficient ATMs : Discover the 10 assets of Atm-View for your ATM network

ATMs still operational

Ensure uninterrupted operations through monitoring, ensuring maximum availability for users.

Multivendor support

Atm View solution supports multiple types of ATMs (NCR, GRG, Wincor, Diebold, Sigma, etc.).

Instant assistance

Resolve issues promptly and ensure smooth remote management.

Protection of sensitive data

Avoid the risk of loss thanks to ATM monitoring, ensuring the security of your confidential information.

Decision-making based on KPI's

Use real-time data for informed decisions, such as optimizing ATM locations or identifying fraud patterns.

Seamless user experience

Ensure smooth and secure withdrawals, providing peace of mind to users.

Reduction of operational risks

: Minimize the risk of fraud, data loss and unnecessary trips to ATMs with our complete and modular solution.

Optimal performance

Maintain optimal performance on your ATMs and improve user satisfaction and loyalty.

Proactive problem detection

Quickly identify hardware failures, software errors and potential problems.

Reduced operating costs

Identify underutilized or underperforming ATMs for profitable decisions.

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