

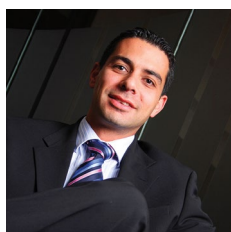
Case Study



ATM Solutions

Device Manager™ Helps Growing Enterprise Meet Network Availability Goals

To succeed as the largest independent operator of retail ATMs in Africa, ATM Solutions must ensure that its network of more than 4,500 ATMs is operating at peak efficiency. Ensuring the highest availability of each machine is paramount, and the company's biggest challenge.



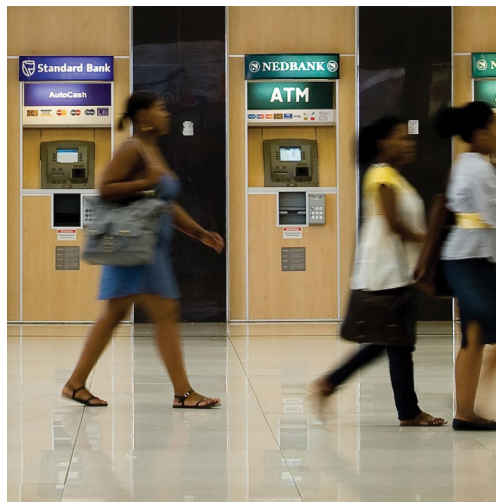
"In our business, every transaction counts. Device Manager has given us the ability to improve our efficiency, reduce our costs and handle our growth."

Gavin Reubenson
Executive,
Business Development
ATM Solutions

Consumers' growing affinity for self-service and 24/7 banking has spurred the growth of the global ATM market in recent years. ATM Solutions, a rapidly growing and entrepreneurial ATM provider, had outgrown the ATM management system it had been using for more than a decade.

"We needed a flexible and cost-effective solution that could grow with us," said Gavin Reubenson, an executive in the company's business development area. "In our business, every transaction counts. Every second a machine is down, we lose revenue. Our processes are aligned to achieving 100 percent availability all of the time, because our reputation and that of our banking partners is on the line."

To support its goals, ATM Solutions needed a more automated solution for monitoring, tracking and managing its ATMs. "We previously used a customized, off-the-shelf program that enabled us to monitor the network, but there were a lot of manual, labor intensive processes involved in identifying and responding to faults," said Reubenson. "Our exponential growth has now rendered that system obsolete. We're now a bigger and more mature business and our objectives for customer service have evolved. We needed a system that was as sophisticated as us."



Client Profile

ATM Solutions is the largest independent deployer and operator of ATMs in Africa. The company strives to grow by providing cost effective services to a wide cross-section of volume and geographic market segments.

- Headquarters in Johannesburg, South Africa
- Manages more than 5,300 retail and bank branch ATMs
- Operates 38 percent of South Africa's off premise (non-bank) ATMs
- 40 to 50 percent of ATMs are located in rural and non-metropolitan areas
- www.atmsolutions.co.za

An Automated, Real-Time Solution

In 2011, ATM Solutions implemented Device Manager from Fiserv to manage its ATM network. "Transitioning to the new system was complex," said Reubenson, "because we couldn't shut down the network while we made the switch. We were literally changing the wheels while the car was moving." To ensure a successful roll-out, Fiserv worked with ATM Solutions' staff to create a detailed plan and sent a team of technical experts to Johannesburg to assist with the implementation.

Using Device Manager, ATM Solutions can now manage the availability of its ATM network in a seamless, automated fashion—from fault detection to resolution and reporting. Device Manager is an event-driven problem management system that receives, analyzes, responds to and manages critical self-service device information. It includes automated problem detection, tracking, dispatching and service provider management, escalation and resolution functionality. In addition, it offers automated report generation and distribution for real-time visibility of the network.

Increased ATM Availability

ATM Solutions can only reach its revenue targets through maximum device and network availability. Device Manager tracks each of the company's ATMs and sends real-time alerts to operators. Based on the alert, the system can enable automatic currency replenishment or automatically dispatch a technician. Tracking, logging and escalation features are invoked at each stage of the resolution process so that no time is wasted and less revenue is lost.

"Before we had Device Manager, opening a trouble ticket was a manual process," explained Reubenson. "If a device went down at night, a team would be dispatched first thing the following morning to do a repair service. Today, Device Manager automates many of the decision-making processes related to ATM faults, based on error codes and customized rules defined during the implementation. The system can reset a machine to correct a soft error, flag an emergency cash order or dispatch a service technician. When we get to work, the number of problems our staff must review is dramatically reduced."

Device Manager has reduced the work in its call center as well, since many ATM errors are automatically repaired or reset. "We have realized a definite cost savings by reducing outbound calls to our technicians," said Reubenson.

Improved Visibility and Performance

The Device Manager dashboard provides ATM Solutions with real-time information about the performance of every ATM. “We get a list of machines without any transactions every 15 minutes,” said Reubenson. With more than 4,500 ATMs to manage, this is a great deal of information, so the system prioritizes the report based on ATM volume.

Device Manager also helps ATM Solutions manage and improve service through automated escalation rules. “If a technician doesn’t respond in a timely manner, the incident escalates all the way to management,” Reubenson said, “this allows us to measure and report on our performance and make the necessary changes to meet our customers’ expectations.”

Increased Efficiency and SLA Management

Reubenson explained that because ATM Solutions deploys and manages ATMs on behalf of banks and retail organizations, meeting the requirements of their service level agreements (SLAs) is critical to the company’s reputation. To that end, Device Manager provides the technology to help ATM Solutions control and improve the company’s performance.

- The solution also supports both centralized and decentralized device management models, promoting both central policy management and enforcement
- To support complex compliance initiatives, Device Manager provides enterprise-wide reporting and automates report distribution to management as well as vendors

Reubenson added, “The system makes it easy for us to develop customized reports without programming help.”

Solution for a Growing Enterprise

Because of its open architecture and design, Device Manager can be integrated and scaled with any size network, an important benefit for a rapidly growing enterprise like ATM Solutions. As new devices and vendors are added, the solution easily accommodates new equipment, messages and larger business rule sets, helping to control operational costs.

“In just a few months, Device Manager has given us the tools to improve our efficiency, reduce our costs and handle our growth through automation,” said Reubenson. “We’re well prepared for future growth.”

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

About ATM Solutions

ATM Solutions is the leading independent deployer and operator of ATMs having installed and operating over 5,300 retail and bank branch ATMs to date. Regional after-sales service includes technical support, client relations, ongoing ATM monitoring, cashing, security, brand awareness and transaction processing. A world-class warehouse, dispatch and repair center supports and services a national network of branches and field service technicians. ATM Solutions provides ATM services to eight Southern African banks.

Challenge

With more than 5,300 ATMs, ATM Solutions had outgrown its ATM management system. The company needed a more automated and cost effective solution for ATM monitoring, tracking and problem resolution.

Solution

Using Device Manager, ATM Solutions can now manage the availability of its ATM network in a seamless, automated fashion— from fault detection to resolution and reporting. The solution delivers event-driven problem management capabilities to receive, analyze, respond to and manage critical self-service device information.

Connect With Us

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