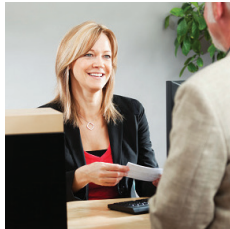


Device Manager™

The Smart Solution for Critical Self-Service Device Management



Device Manager from Fiserv delivers improved results through service vendor management and automated help desk workflow.

To drive the highest levels of efficiency and availability in your device network, you need to make good decisions in real time across a broad range of challenges. It is critical that you evaluate events for consumer impact and notify the appropriate staff member or service partners for resolution action. Just as important, you must track each incident to ensure that it is being resolved in a timely manner and escalate incidents where service actions are not completed in the expected time. And all of this needs to happen accurately, consistently and as quickly as possible.

Device Manager automates most monitoring and incident management tasks, leaving only a small number of exceptions for your service desk to take action on manually. This ensures that you achieve industry-leading levels of staff efficiency and that management processes are accurate and consistent across your entire network.

Of course no two device networks or operations are the same. Device Manager offers you the flexibility to monitor all your devices, including ATMs, teller cash recyclers, passbook printers, smart safes and teller workstations. In fact, any device that you rely on to provide critical customer-facing functions can benefit from its improved monitoring and service management capabilities. Device Manager supplies a flexible framework to implement your management rules so that each device in your network is configured for optimal processes based on the service agreements and implementation for that device.

Flexible Processes

Operating a large and diverse network is challenging, and there is no single answer for how to get the best results out of your devices. Device Manager provides you the flexibility you need to implement device monitoring and incident management rules to suit your particular operation. It tracks device and incident status in real time and checks that expected service actions are being completed on time. All incidents are managed through a structured life cycle, with opportunities for automated action at many points during the life of the incident. Flexible electronic interfaces with devices, hosts and major services vendors using a variety of communication types and formats ensure that you can quickly implement automated and reliable service interfaces.

Constant consumer demand for self-service devices such as ATMs, self-service machines, vending machines and POS devices can challenge an organization to effectively manage their self-service network for maximum availability and profitability.

Business Analytics with Performance View™

Driving continuous improvement through your operations requires you to have clear visibility to your performance and the service delivery of your service partners. Performance View from Fiserv is included with Device Manager to provide a next-generation platform for flexible reporting, dashboards and business analytics. In addition to providing a comprehensive set of reports, dashboards and mobile-enabled management tools out of the box, Performance View lets you easily create your own internal or customer-facing reports using powerful query and report-writing tools. Performance View helps you simplify reporting tasks by managing report and dashboard creation, scheduling, and distribution for all of your stakeholders.

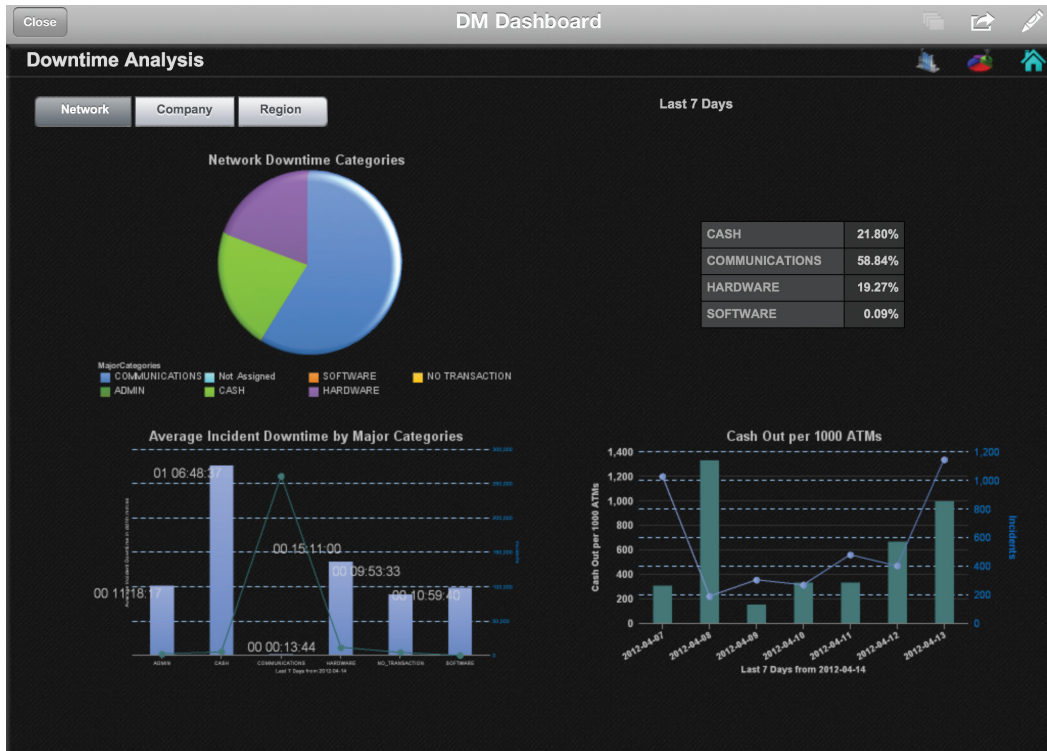
Streamlined User Interaction

The new Web interface for Device Manager takes process automation a step beyond existing incident management systems by actively managing open incidents and recommending incidents that require attention to specific users. The exception profiles feature provides a configurable means to direct and prioritize incidents for the attention of a user or group of users based on your needs. For large service desks, this enables you to segment

Key Benefits

- Improved fault management and proactive troubleshooting
- Automated problem identification and resolution capabilities free staff for other priorities
- Automated service vendor management speeds service dispatch and reduces costs
- Flexible service vendor performance reporting
- Scalable, flexible and easily integrated into your existing infrastructure
- Powerful and flexible reporting capabilities
- Mobile-enabled interactive dashboards guide you to key performance results

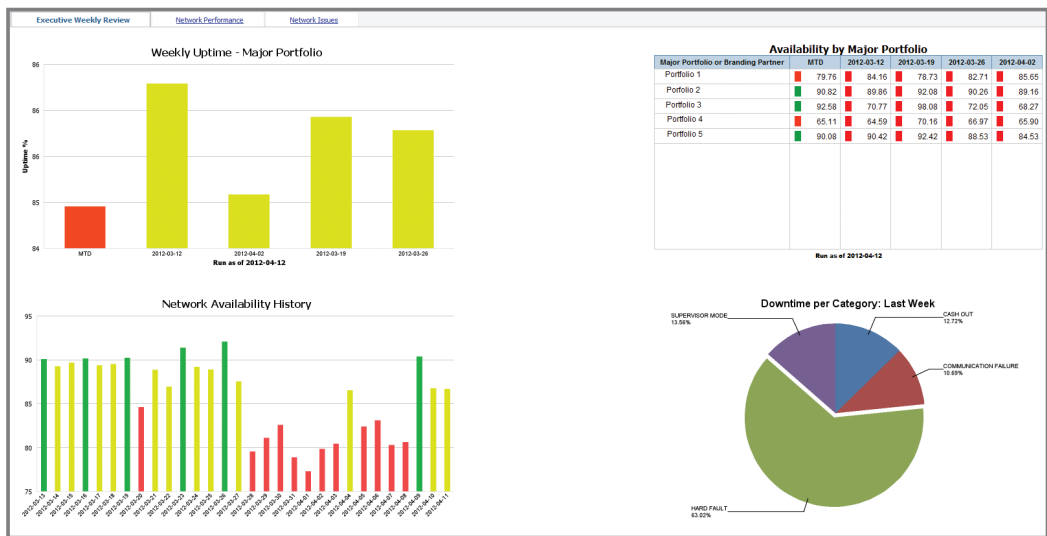
operations into specialized teams that are directed to incidents that match their skill sets, while smaller service desks can ensure that the most critical incidents are getting the attention they need. Users can choose between viewing personalized lists of all out-of-service and wounded devices, or being directed to particular important incidents—all within a single user interface.



Advanced Analytics

Dynamic real-time dashboards supporting:

- Mobile or desktop support
- Flexible data selection
- Drill through to detail



Performance Dashboards

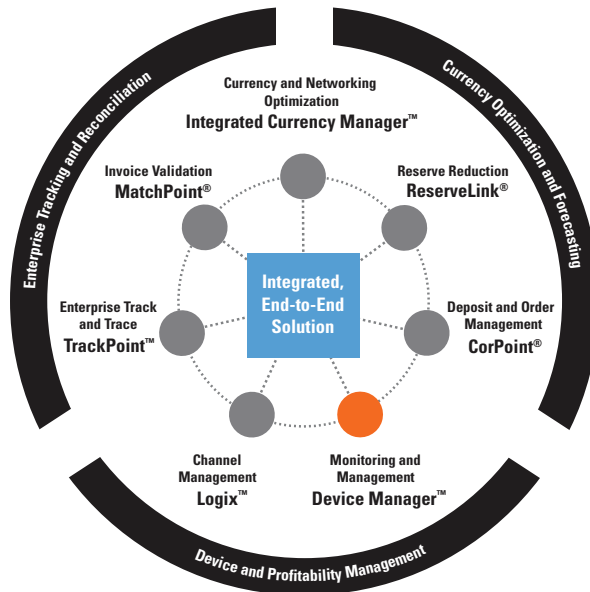
Easily customized filters and presentation:

- Availability
- Incident rates
- Cash out rates
- Help desk productivity



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next now.

Cash & Logistics Solutions



A Dedicated Partner for Your Critical Device Management

As part of the Currency Cash & Logistics set of solutions, Device Manager offers you automated critical device management from problem detection to resolution for your entire transactional device network.

- Track and trace for enterprise assets
- Invoice reconciliation and contract management
- Business process optimization consulting

The Cash & Logistics Advantage

- Currency forecasting and optimization
- Currency deposit and order management
- ATM device monitoring and management
- ATM profitability and channel management
- Self-service device monitoring and management

Connect With Us

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