

Device Manager™ Performance: Edge

Advanced Search, Service Tracking and Exporting Features Enhance Your Online, 24-Hour, Real-Time ATM Status and History Reporting Service

Device Manager Performance: Edge from Fiserv lets you see and address more issues, more promptly than ever so you can keep your ATMs open for business and generating revenue.



As a user of Device Manager Performance, you already know how it complements ATM monitoring by displaying ATM status and history online so you can see it at a glance. Now you can upgrade to Device Manager Performance: Edge and take advantage of additional functionality to increase operational efficiency, increase ATM availability and performance, and support your fleet management strategy.

Real-Time Access to More Data

Device Manager Performance: Edge provides additional search and display features to help increase your operational efficiency:

- Dashboard reporting—Quickly identify problems and keep your ATMs running at maximum efficiency with a graphical dashboard that shows current overall ATM status in a user-friendly format
- Availability charting—Click through to details by ATM disposition (Available, Wounded or Unavailable) using color indicators
- Flexible search options—Select single or multiple parameters to search by device or incident
- Search filters—Get faster access to information you need to solve issues using filters

- Quick search options—Speed up your search for information using search icons
- Flexible display—Use different selectors to display number or percentage of Available, Wounded and Unavailable devices

Return Your ATMs to Service Faster

Device Manager Performance: Edge provides additional functionality to help you detect and resolve problems faster and more effectively:

- Multiple service dispatch options—Fix faults faster with accurate, prompt dispatching to up to five contacts via email, IVRU and electronic dispatch interface
- Downtime by category group chart—Click through to ATM status (Need Attention, Hardware and Cash Status) using color indicators
- Open or closed incident search—Search incidents by open or closed tickets as well as by ATM servicer

Improve Vendor Management and Enforce Service Level Agreements

Device Manager Performance: Edge provides the ability to manipulate your data, making it easier for you to support your fleet management strategy:

- **Self-service configuration changes**—Set up and change contacts, business and afterhours for each ATM
- **Vendor search and reporting**—Search for incidents by vendor to compare your reports with vendor records to improve performance



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- **Summary sets**—Group devices by location or ATM type for reporting and other functions where grouping saves time
- **Data export**—Export data to Microsoft Excel for easy problem tracking and sharing within your organization

Gain Access to Additional Reports for Optimum ATM Management

Every user of Device Manager Performance receives two standard reports: Device Availability Detail and Terminal Definition. Four additional reports are available for purchase to provide even greater insight, making it easier to manage ATM uptime and adding convenience to your life:

- **Device dispatch and service**—Improve ATM availability by receiving a report on faults by type, faults by device and resolution time data
- **Device faults**—Improve fleet maintenance efficiency by receiving an ATM fault summary and data to inform maintenance priorities
- **Fault code frequency**—Improve fleet maintenance efficiency through detailed reporting on frequency of faults by number and type
- **Service Time Analysis by Contact**—Improve ATM vendor response from a report that shows incident resolution time

Key Benefits

- Faster problem detection and resolution through self-service features
- Improved service dispatch
- Real-time dashboard reporting
- Detailed and accurate ATM performance tracking
- Reduced expenses from easy-to-implement rule sets and messages
- More revenue from more ATM availability and transactions

Connect With Us

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