Module

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## Device Manager™: Terminal Connect
Efficiently Manage Your Entire Self Service Network

With self-service solutions growing across multiple consumer channels, implementing a common management solution across all devices can simplify staffing, systems and processes Device Manager: Terminal Connect from Fiserv optimizes your self-service network monitoring for hardware, software and platform components across all devices.
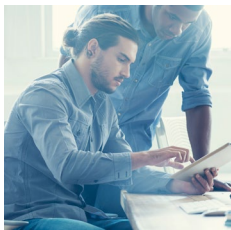
In order to completely manage a multi-device network today, many organizations must combine separate solutions to perform different functions, for example, one system for incident management activities, another for remote interaction with the device and a third to provide reporting and analytics. And, as new devices are introduced, the process only grows in complexity and maintenance expense. Device Manager: Terminal Connect is designed to bring multi-device management under one complete solution toolset.

True Switch and Vendor-Independent Monitoring

Terminal Connect enables direct communication between your Device Manager system and network devices, providing flexible data collectors for most types of devices and manufacturers. There is no need for complex mainframe development, which simplifies device transitions and migrations. And, because it is Java™-based, it is virtually platform agnostic. Further, Terminal Connect expands the traditional monitoring capabilities of most hardware-focused solutions by supporting monitoring of operating system event logs and application logs, as well as platform elements such as memory and CPU monitoring.

Comprehensive Monitoring, Measurement and Management

Using Device Manager: Terminal Connect, you gain enhanced device monitoring, performance measurement and service dispatch that provides management throughout your network—helping you prioritize, manage and monitor activity across multiple vendor relationships and software platforms. This all-inclusive solution provides standards-based, multi-vendor management of software components, as well as monitoring and management capabilities needed to efficiently keep your self-service network operational. Using the remote resolution capabilities of Terminal Connect, many organizations report a 20 percent reduction in on-site visits and an increase in device availability.

Extended Software Monitoring Capabilities

ATM monitoring has traditionally been very hardware driven, focusing on detecting component failures at the device level. Terminal Connect takes this capability further with software monitoring capabilities not found in other systems, including deep diagnostic and root cause analysis for non-hardware failures. The solution intuitively monitors for messages in Windows Event Logs, NDC Logs, EJ and other software logs—tracking errors and warnings across your multi-device network. Terminal Connect also manages both scheduled and ad hoc collections of journals, archival and storage, and supports search and view capabilities by both device and date

Simplified Device Content Management

In addition to true device and software monitoring, Terminal Connect can also send data back to any device on the network in order to update marketing content, patches and to manage other information as needed. This provides a vendor-agnostic, consistent solution for updating content on self-serve devices across your entire network. Working directly from your workstation, you can use existing terminal groupings to determine which devices receive content upgrades. Versioning and archival duties are just as simple, with capabilities to manage version, content archives and historical reports of content distribution.

Expanded Remote Resolution and Diagnostics Enablement

With Terminal Connect, you can remotely control and run commands for any managed device. This greatly reduces the time to resolution, since many issues can be resolved directly from the service desk without the need to dispatch on-site service technicians. And, with reduced site visits, service costs are controlled for your organization. Terminal Connect also supports the collection of device logs and other advanced diagnostics for a more detailed look at device and network health.

Take Your Self-Service Device Management to the Next Level

Device Manager: Terminal Connect expands your network device monitoring by delivering improved hardware and software management, comprehensive remote diagnostics and resolution capabilities, and unique content distribution regardless of device or manufacturer.

Key Benefits

- Enables direct connection of self-service terminals, including ATMs, kiosks, passbook printers, cash recyclers and smart safes to Device Manager from Fiserv

- Monitors hardware, software and the solution's platform components on the device itself

- Helps prioritize, manage and monitor activity for your entire device network

- Offers remote diagnostics and resolution capabilities, reducing the need for onsite technicians

- Provides content management and delivery for updated visuals and marketing campaigns, regardless of device or manufacturer

Connect With Us

For more information about Device Manager: Terminal Connect, call 800-872-7882, email ReplyCash@Fiserv.com or www.cashandlogistics.fiserv.com.

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