

Reporting With Device Manager™ Performance

Standard and Advanced Reporting Capabilities Offer Flexibility and Enterprisewide Visibility on Network and Vendor Performance

Device Manager Performance from Fiserv is an online, 24-hour, real-time ATM management system. Reporting features can help you see and address issues promptly so you can keep your ATMs open for business and generating revenue.



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 to learn more.

Device Manager Performance includes two standard reports:

- **Device Availability Detail**—See a summary of the amount and percentage of time an ATM is in service
- **Terminal Definition**—Improve ATM vendor response with detailed ATM and contact information, including:
 - Device ID
 - Address
 - ATM model
 - Contacts
 - Location
 - Time zone

- **Fault Code Frequency Detail**—Improve fleet maintenance efficiency with an ATM fault summary and data to inform maintenance priorities
- **Device Faults**—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

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For more information about Device Manager Performance, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

Additional Reports Provide Optimum ATM Management

Four additional reports are available to provide even greater insight, making it easier to manage ATM uptime:

- **Device Availability Detail**—Improve ATM availability with a report on faults by type, faults by device and resolution time data

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