

Case Study



YourCash Limited, Europe

Leading European ATM Provider Gains More Than Expected With Device Manager™

Device Manager from Fiserv helps YourCash Limited, Europe improve ATM availability, achieve better control of its supply chain and gain powerful insight into its business.



With more than 5,000 ATMs in retail locations across the U.K., Netherlands and Belgium, YourCash Limited, Europe is responsible for effectively managing its ATM network to ensure maximum availability for consumers and profitability for its clients.

“YourCash is driven by client satisfaction,” said Bill Raynal, Chief Operating Officer, YourCash. “A key driver of client satisfaction is ATM availability as it generates revenue for the business and keeps their customers—the consumer—happy. We are the first to hear about unhappy customers.”

Prior to implementing Device Manager, YourCash outsourced its help desk which used a different monitoring tool. Under this scenario, YourCash had two major concerns:

- A lack of control of its supply chain
- A shortage of help desk representatives to resolve ATM service issues due to a fixed-fee-per-ATM pricing model

“We saw no financial downside—only upside—to implementing Device Manager,” said Raynal. “We felt that by moving from an outsourced solution to monitoring our ATM network in house with Device Manager, we could reduce our costs, improve ATM availability, increase customer service and more effectively manage our supply chain.”



Client Profile

Founded in 2000 as a pay-to-use ATM provider in convenience locations, YourCash Limited, Europe is a leading independent European cash machine (ATM) provider, with a network of more than 5,000 ATMs throughout the U.K., Netherlands and Belgium. The privately owned company processes millions of ATM transactions each year and dispenses billions of British pounds and euros across its ATM network.

A Single, Scalable Solution

“Device Manager has the capability to operate across a variety of ATMs and types,” said Raynal. “This provides the best opportunity to monitor our entire estate of ATMs with one solution.”

The advantage to running its entire ATM network on Device Manager is that the YourCash help desk only needs to work with one solution regardless of the manufacturer, thereby improving efficiency. Additionally, having a single solution minimizes the number of resources required to solve ATM issues across the network.

Another strength and differentiator of Device Manager is its scalability.

“Device Manager can support networks of hundreds to tens of thousands of cash points,” Raynal explained. “This was extremely important to us as our largest deployment supports thousands of devices.”

Improved Supply Chain Management

“Device Manager has enabled us to manage our supply chain of ATMs more effectively,” said Raynal. “We had been allowing our suppliers to ‘mark their own homework’ which meant they always showed high performance; we did not believe this was an accurate way to evaluate vendor performance. Device Manager has proven it was not by helping us to identify which vendors were having issues.”

Device Manager has helped YourCash gain a deeper understanding of its vendors and their issues and hold vendors accountable in order to honestly evaluate and improve performance across its supply chain.

.....
“We would recommend Fiserv and Device Manager to anyone who is surely looking to monitor ATM fleet in a way that enables them to increase availability and improve customer service. We think it is a tool that is exceptionally worthwhile, easy to implement, very beneficial to the end users and very flexible and adaptable.”

Bill Raynal
Chief Operating Officer
YourCash Limited, Europe
.....

Proactive Versus Reactive Monitoring

Device Manager automates most monitoring and incident management tasks, leaving only a small number of exceptions requiring manual work for YourCash. This has enabled the company to implement more accurate and consistent ATM management processes. It also has provided YourCash a great deal of insight into ATM performance across its entire network, enabling the company to change the way it operates.

“When an ATM has a performance issue, Device Manager immediately recognizes the problem and puts a resolution plan in place,” Raynal explained. “This has allowed us to move from reactive ATM monitoring, where clients were alerting us to issues, to having the ability to be proactive and contact clients to discuss and resolve issues with their ATM.”

This proactive approach enables YourCash and its clients to resolve service issues faster, thereby increasing cash availability and driving more transactions, which increases revenue and improves bottom-line performance.

Greater Business Insight

One unexpected benefit YourCash has experienced with Device Manager is the amount of insight it obtains from the data Device Manager captures. Performance View™ from Fiserv, an integrated component of Device Manager, provides a next-generation platform for flexible reporting, dashboards and business analytics to deliver clear visibility into performance and service delivery.

“Being able to deliver data on machine performance to our clients allows our clients to see for themselves what their ATM availability is, providing them the opportunity to optimize ATM performance and maximize their income,” said Raynal. “We did not anticipate being able to deliver this type of insight to our clients, and it has improved service and overall satisfaction.”

Additionally, by analyzing the error codes received from ATMs, YourCash has been able to identify and diagnose underlying problems with ATMs and ATM manufacturers.

“Device Manager offers excellent reporting tools that are quick and easy to adopt,” said Raynal. “Having real insight into what is happening across our ATM network has really enabled YourCash to take action—internally or with clients—that drives revenue, increases profits and makes the business more successful.”

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.

Flexibility to Meet Specific Needs

“Fiserv took the time to listen to the needs of YourCash as an organization comprised of independent ATMs, and tailored the delivery and overall solution and financial packet to meet our specific requirements,” said Raynal. “Fiserv was very concerned with making sure the solution delivered value to our organization.”

Because no two device networks or operations are the same, Device Manager offers the flexibility for organizations to monitor all of their devices, including ATMs, teller cash recyclers, passbook printers, POS, smart safes and teller workstations. Device Manager supplies a flexible framework to implement device monitoring and incident management rules that meet an organization’s specific needs.

“Device Manager is a flexible tool that anyone who is looking to manage their ATM estate can use,” said Raynal. “The reporting and insight Device Manager delivers on ATM performance and availability will really make a difference to the business and the effectiveness of their ATM operation.”

Challenge

With constant consumer demand for self-service devices such as ATMs, YourCash was challenged to maximize availability and drive ATM transactions with an outsourced ATM-monitoring solution.

Solution

YourCash researched three options and selected Device Manager for its breadth and scalability.

Proof Points

- Ability to manage entire multi-vendor ATM network with one solution
- Improved ATM availability
- Enhanced customer service
- Flexible reporting tools provides clear visibility across ATM network
- More effective vendor and supply chain management
- Reduced resources required to service ATMs
- Scalable, flexible and easy-to-use solution
- Better insight into the business, internally and for clients to drive higher profitability

Connect With Us

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



Fiserv Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com