ASDIS
Solutions

Endpoint Solutions

IT-Service › AIS

IT-Automation

Product Sheet – ASDIS Information System

Automated systems place high demands on availability and profitability

Automated teller machines (ATMs) and other banking terminals are automated systems, which are often operated independently from a central head office. Kiosk systems such as information terminals and ticket machines are likewise frequently located in remote locations. Very high demands are placed on the availability of such systems with regard to the profitability of the running business processes (withdrawing and depositing money, account balance information, monitoring cash cassettes, operating time, tempera-ture, security related services, etc.).

Administrative management, site management, business analysis, cash-inventory monitoring, and information for the monitoring of business processes belong to the fundamental requirements of automated machine management. In order to suitably meet the above requirements, it is essential to implement central management tools.

General requirements for an ATM/kiosk system solution

⚠️ You operate many ATM/kiosk systems with different hardware, software, and configurations and want to optimize costs through automation, transparency, and integration with existing processes.

⚠️ In the future you would like to be notified early about any problems arising on your ATM/kiosk systems, so that downtime can be reduced to a minimum.

⚠️ To ensure high availability, essential factors must be depicted in a fine-grained management solution for business processes.

⚠️ Error conditions should ideally be remedied without cost-intensive on-site service calls.

⚠️ You would like to comply with the especially high security requirements in monetary transactions.

Management of all ATM & Kiosk systems...

..efficient and future-proof

With the ASDIS Information System (AIS) you can...

- ✓ optimize the operation of ATM/kiosk systems of many various manufacturers and integrate with other applications.
- ✓ ensure the highest possible system availability while simultaneously reducing operation costs, therefore drastically reducing downtime for the ATM/kiosk system.
- ✓ optimize day-to-day business processes so that, for example, ATMs are stocked with the correct amount of money at all times.
- ✓ comprehensively monitor the operating ATM/kiosk systems around the clock and view all events in one central monitoring system.
- ✓ ensure security through secure communication protocols.

AIS is a module of the ASDIS Management Suite, which may be used in combination with server and client components. It places very few demands on hardware performance and can therefore be readily employed on older ATMs/kiosk systems, without any difficulty.

Multi-Vendor Capability

With the platform and manufacturer independence of the ASDIS components and the manifold interfaces (XFS, WMI, etc.), AIS is perfectly suited for complex system architectures with different devices (e.g. Diebold, NCR, Höft und Wessel) and demands. You will appreciate the multi-vendor capability of AIS, especially if collected data shall be processed further in other software products.

Clever Standard Monitoring

The ASDIS Information System monitors freely definable system information on the ATM/kiosk system for you. From this information, AIS establishes the status of the machine based on predefined rules. This status is sent by AIS directly to the central ASDIS Management Server. Depending on the configuration, the ASDIS Management Server reacts and triggers an action. In this way, for example, AIS can send emails or text messages to those responsible persons designated by you – information can be transferred via ASDIS interfaces to other programs and business processes. Rules, status, and configurations can be easily created through a web GUI.

The Intelligent Extension: Status Transition Monitoring

Status Transition Monitoring collects various messages from various peripheral devices and links them with rules that you define. These rules determine whether a particular message from a device reflects an error, warning, or normal status. In this way, complex relationships are also mapped out.

Examples:
„If one cash cassette is empty and the other is full, but both cassettes contain the same currency, then no error message is generated, but rather only a low priority warning.“

„A warning is sent when both printers report ‚paper low‘.“

Self-Healing Mechanism

A machine switched offline means one thing: lost revenue. Based on the information from the ATM, AIS is able to assess whether a predefined action can rectify a fault or malfunction. AIS can trigger an automatic process that, for example, initiates a reload of the self-service software running on the machine. That can mean a time savings of 80% compared to a system reboot. ASDIS recognizes in advance that a local clearing of the problem will be unsuccessful, and a message is sent to the control center and accordingly to the connected ticket system.

An Overview at all times

Since the status of each connected system is determined regularly, ASDIS Information System is able to recognize, for example, when cash cassette #1 is replenished and close the previously generated warning ticket. ASDIS software automatically detects changes in the system and informs you about them immediately. Current status is represented graphically by a traffic light system (red, yellow, green), simplifying system evaluation and offering reliable proof of system availability.

Security is the top priority

The data transfers executed over AIS are SSL encrypted at all times. Moreover, AIS supports the PCI-DSS standard.

Diverse applications for individual requirements

The advantages of the ASDIS Information System can be utilized in many different ways. Just a few of the possibilities:

- ✓ Monitor printers
- ✓ Monitor cash cassettes
- ✓ Monitor, control, and restart software and processes
- ✓ Monitor physical changes (safe door open, card stuck, etc.)
- ✓ Monitor PIN card reader functionality
- ✓ Monitor temperature
- ✓ Monitor price lists
- ✓ Monitor operating status

Smart monitoring supports your processes

Simplify and centralize the management and operation of ATM/kiosk systems in your network. Ensure the highest possible system availability while at the same time reducing operation costs. Recognize critical situations and be able to react manually or automatically, before a system goes offline. Gain the overview and the control over the IT assets and make the right decisions for IT operations on the basis of current information on the hardware, software and system status.

Take advantage of the freedom that the ASDIS Information System (AIS) provides you and harmonize the management of all your company's ATM/kiosk systems. AIS offers ease of control, optimisation, and security for any large number of terminals.

Your benefit 👍

- Optimize service efficiency
- Utilize platform variety
- Automate self-healing
- Optimize processes
- Increase availability

ASDIS solutions and products at a glance

Endpoint Solutions

- Operating System Management (OSM)
- Software Management (SWM)
- Mobile Endpoint Manager (MEM)

IT-Service

- Information System (Monitoring) (AIS)
- Advanced Inventory (AAI)
- Extended Financial Service Integration (XFS)

IT-Automation

- Workflow Management (AWE)
- Webservice Integration (AWS)
- XML Integration (AIF)

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