

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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ASDIS Managing Complexity



ATM/Kiosk Management › case study

Server Management

Mobile Device Management

Retail Management

Case Study – ATM/Kiosk Management

ATM/Kiosk Management – efficient and secure

Automatic teller machines (ATMs) and other banking terminals are automated systems which are usually operated by a management center. High demands are made on the availability of such systems with regard to profitability of the running business processes (withdrawing and depositing money, account balance information, etc.).

Compliance with service level agreements (SLAs) and increased requirements concerning physical security and data integrity at all times are factors which play an increasingly important role in ATM and kiosk management. An offline or tampered with device results in both an irrecoverable loss in revenue and damage to the company's image.

Solutions for managing ATM and kiosk systems must today meet the following criteria:

- ✓ Uncomplicated implementation
- ✓ Guarantee of economically sustainable operation
- ✓ High security and reliability
- ✓ Seamless integration with existing processes

The Customer

The customer is a service company that offers integrated technology solutions which allow the operator to configure their self-service machines and maximize security.

The customer's primary clients include financial institutions, government authorities, businesses, and various retailers.

The customer's service division is one of the largest in the sector, with more than 7,000 specialists located in more than 600 locations worldwide. The service organization oversees their own technology solutions as well as multiple third-party products for the financial and commercial market segment around the globe.



Management of all ATM & Kiosk systems...



..efficient and future-proof

The Challenge

The customer has taken over the management for approximately 1,000 ATMs as the full-service provider of a multi-vendor infrastructure. ATMs produced by Diebold, Sigma, and Wincor will be supervised from a central point. The machines are generally equipped with the following peripherals:

- ⚠️ Encrypting PIN pad to record the PIN code
- ⚠️ Card readers
- ⚠️ Cash-in-Module
- ⚠️ Cash-Recycling-Module
- ⚠️ Receipt printer
- ⚠️ Cheque readers
- ⚠️ Devices for the acceptance of cash strongboxes with their own safe

The peripheral devices originate from both various manufacturers and different product generations. The machines use Microsoft Windows XP Professional, and a variety of self-service programs are installed for presentation of the transaction.

The core task of the client is to plan, execute, and optimize the management and operation of the machines. The average ATM availability of 93% must be significantly increased. In addition, it is extremely important at all times to possess current data that reflect the status of the machines:

- ⚠️ It must be ensured in detail that the peripheral devices and the built-in ATM computer function is without any faults.
- ⚠️ The measurement data from peripheral devices like printers and cash cassettes provide important data for the mapping of logistics processes in cash-management systems.
- ⚠️ Along with functioning hardware, error-free operation of the ATM's software is another critical factor. Monitoring the operating system, the installed self-service software, and the XFS-layer is an absolute must.
- ⚠️ Tampering with peripheral devices, housing, and applications must be identifiable.
- ⚠️ A self-healing mechanism is essential at all ATM branches.
- ⚠️ High security requirements must be adhered to and important data must be transferred encrypted.



The Solution

Together with the customer in 2008, ASDIS began the initial project for implementation of the ATM-Management-Solution in the customer's environment.

- ✓ Server-component ASDIS Software Management
- ✓ Client- components (installed on ATMs)
- ✓ Module ASDIS Information System (AIS)

ATM-Management offers:

- ✓ Central, request-based management of ATMs
- ✓ Query of peripheral devices using the XFS interface (Extension for Financial Services)
- ✓ Information regarding installed software, configuration, and status of peripherals from different manufacturers
- ✓ SSL encrypted channels

The ASDIS Information System closely monitors the hardware and software components on each machine. The status of the ATM is determined from the data acquired on the basis of predefined rules. This status as well as its determining data are sent by ASDIS AIS to the central ASDIS management server. The ASDIS management server reacts and triggers an action.

- ✓ In this way, for example, emails or text messages are sent.
- ✓ Information regarding the level of cash in cash cassettes and printers is provided via the ASDIS-interface to a cash-management system for further processing.

Thus, it is possible to react to any disturbances quickly and appropriately. At a central point, managers receive the information and support necessary for long-term planning of maintenance intervals and stocking of machines with cash. They may also respond rapidly and accordingly to any incidents in the system.

System administrators can thereby reduce the number of „on-site service calls“ to a minimum. Current status is represented graphically by a traffic light system (red, yellow, green), simplifying system evaluation and offering reliable proof of system availability.

Conclusion

ASDIS contributes significantly to the increase in productivity and security of the infrastructure for the customer's clients. Managers receive decision-relevant system information through the ASDIS AIS monitoring module. This data can be used to deal with incidents either automatically or individually. AIS resolves many problem situations automatically through cyclical status querying and logical history management.

With the platform and manufacturer independence of the software, as well as its compatibility with many other interfaces (XFS, WMI, etc.) ASDIS is perfectly suited for complex system architectures with different devices and demands. The multi-vendor character of ASDIS is crucial for the customers. Many clients of our customers desire a responsible service provider that can meet all the needs of their own customers. For this, the use of software products that can be combined with each other is absolutely necessary.

Advantages at a glance:

- ✓ Central management of machine status, e.g. printer, cash cassettes, software/processes, PIN pads, accounting journals and disk space
- ✓ Management of all ATM/kiosk systems (platform and manufacturer independent)
- ✓ Cash management: Optimization of cash level
- ✓ Locally self-healing mechanism: Reboot programs or hardware
- ✓ Higher availability (currently approx. 98%) through preventative maintenance of the device
- ✓ Reduction of service costs through less „on-site service calls“
- ✓ Individual process-automation-possibilities
- ✓ Interfaces for transferring of data to other applications

Your Benefit

- Increase Availability
- Utilize Platform Variety
- Guarantee Service (24/7)
- Optimize Processes
- Guarantee Security