TTM (TermTech Master) – ATM Back Office Suite

User Interface RODIMUS

Monitoring of ATM's in a healthy manner, is vital for any Bank/Institution that has a running ATM park. Since ATM's are widespread devices which are expected to function **24/7** remotely, monitoring, powering on and off, automatic failure logging and remote response is essential when required.

TermTech enables monitoring of ATM line statuses, failure statuses of units on ATM, replenishment statuses of related units (receipt, notes/coins etc.), update statuses of files on ATM and ATM's general service statuses via its rapidly and easily manageable user interface of the **TTM (TermTech Master) - ATM Back Office Suite** product family's user interface **Rodimus** software.

Product provides an infrastructure which is compatible with BDDK and PCI rules. User and password definitions for the product are parametric and can only be managed by those authorized by the institution. ATM's can be grouped and monitored on the basis of many criteria like brand, model, access, region, city, branch, responsible person/unit, location etc. and they can also be grouped and tracked according to various grades and reference values which are defined by the users globally or in a detailed based manner.

When Optimus is used, ATM can be monitored on the map virtually in general and on the basis of important units according to failure reference values. With respect to specified situation and designated color, ATM is clearly presented on the map. This way, it is possible to monitor general situation of ATM's included in the system by country or region. Thus regional line interruptions and blackouts can easily be determined. Besides monitoring, warnings regarding cases (line, HSM, banking system, card system, BKM, Mastercard, VISA etc. integration) which are related to whole system and/or a part of the system are sent in the form of instant notifications with SMS, e-mail or institutional monitoring tools.

All actions on the ATM system and ATM status information are stored and all past status changes can be reported. Various progression reports measuring ATM's general status, line status and ATM efficiency per unit are generated by recording failure conditions periodically. Contribution of every unit to ATM efficiency can be determined on the basis of ATM's selected by the user. Since ATM efficiency might be different for each ATM in the system depending on its location or other features, different impacts on efficiency can be defined for every ATM. For example, efficiency assessment for an ATM located in a shopping center and for another ATM located in an airport might not be the same. ATM's which are located in a shopping center are not usually used between 10:00 PM and 08:00 AM and therefore this period can be ignored for efficiency calculation. Determination of the status of this period and whether it will be considered in efficiency calculation are parameters which can be defined per ATM by the monitoring authority. There are many parameters to be used for efficiency calculation and these parameters can be defined by authorized users per ATM and for the whole system.

Rodimus software features:

- Compatible with all ATM brands and models currently used
- Easy installation regardless of ATM system
- Central, powerful and easy to use management tools
- Fully compatible with national and international security standards and BDDK standards

- Multilanguage support
- Enhanced and visual interfaces with map support
- User/Group based monitoring
- Individual customization of monitoring screens by users
- Powerful user management (password management, transaction logging, reporting)
- Authorization ability (login, update, monitoring) down to the smallest unit on the user screen
- Login/approval mechanism support (login, update, monitoring) down to the smallest unit on the user screen
- Parametric, flexible, extensive and user specific various and enhanced reporting options
- Easy and fast integration with ATM systems and other systems (other internal systems of the bank and third party firms' systems)
- Single SignOn, LDAP etc. integration
- Fast and multi-channel notifications
- Significant contribution to ATM system efficiency and progression tracking

ATM Device Management (Nova)

Especially failures related with money withdrawal unit, cassettes, money deposit units and card reading units and seldom failures related with EPP significantly decreases ATM efficiency. When such failures occur, mostly they are cleared by testing from the ATM's supervisor menu. With standard ATM installations, in order to test the unit, it is necessary to go to the ATM and issue the test command via related menus on the supervisor screen. When ATM's not located in branches are considered, additional procedures are necessary to get the required permissions for opening ATM cabinets, providing an authorized personnel to accompany the responding person and when off hours and holidays are taken into account, this operation causes time losses and serious operational costs for banks.

With **ATM Device Management (Nova)**, it is possible to reset and test the units on the ATM remotely and thus increase the ATM efficiency while reducing Banks' ATM operational costs.

ATM Device Management (Nova) software features and advantages:

- Free from in-house procedural operations
- Easy integration with related systems
- Easy installation
- Central and easy management
- Compatible with national and international security standards
- Utilization of new technologies

ATM Incident Management (Sentinel)

When failures occur on the ATM's defined in the system, even if remote response to the failure is performed with **ATM Device Management (Nova)**, on site response is inevitable due to severity of the failure in case the problem cannot be fixed remotely. On site response can be performed by the Institution's field personnel and also by the personnel of the service provider. With **ATM Incident Management (Sentinel)** , it is possible to troubleshoot failures recorded according to certain criteria and different evaluations of failures/incidents. If troubleshooting is not possible, a Ticket is opened with the failure details for in house units or external relevant units thus required action is taken as fast as possible while the whole process is documented. With this product, performance evaluation of in house units and/or external companies responsible for taking action can be performed.

ATM Incident Management (Sentinel);

- Failure types, failure type priorities and troubleshooting times
- Action types, responding units
- Submission retry counts, repeat counts and duration between submissions
- Escalation and person and group definitions for escalation
- Failure response time-out and resolution time out
- Submission type (User screen, SMS, e-mail, web service, ...)
- Ticket creation with external company integration

Without being limited with the parametric structures stated above management by definitions based on ATM, ATM units and running ATM park. All logs related with all situations and actions are logged on the system and all stages related to the process can be reported in detail and in summary. In case the institution is getting ATM maintenance support from a third party company, reports on company performance assessment based on specified criteria can be generated.
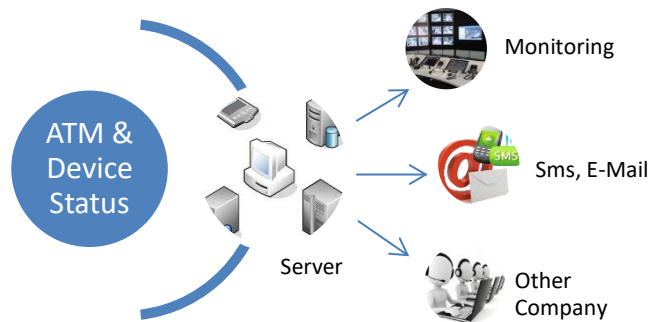
Also with **ATM Incident Management (Sentinel)**, generous reporting options are provided:

- Performance assessment of in house units
- Performance assessment of external companies
- Failure resolution duration statistics
- ATM failure statistics
- ATM line status statistics
- ATM vault and cassette money statistics...