



CUSTOMIZED SERVICE CONCEPTS, LLC

RemoteView ATM Diagnostics Program

RemoteView ATM Diagnostics means more UPTIME. Without RemoteView ATM Diagnostics, when a fault occurs at your ATM—whether a card reader, printer, or dispenser issue—that ATM is down until a technician can get in his truck, drive to the ATM, and diagnose and fix the issue.

The picture changes dramatically with RemoteView ATM Diagnostics: Our RemoteView technicians monitor, maintain, and manage your ATMs remotely—any ATM running Windows, regardless of brand, NCR or Diebold. When a fault occurs, we immediately login to the ATM, and can fix the issue remotely in two out of three cases—in less than 30 minutes. If we can't resolve the issue remotely, a technician is dispatched with the exact error codes, which means a faster repair because the diagnosis has already been done.

Overview

- Do you know the current status of your ATM's?
- Are you managing all of your ATM Details from a spreadsheet?
- How do you access your Electronic Journals?



The RemoteView Dashboard is a centralized web interface from which you can view features of your ATMs—anytime, anywhere, on ANY device. You can view video and teller transactions from the ATM. With the built-in Case Management platform, you can create cases and share them with anyone. RemoteView modules include (and we are always adding more!):

RemoteView ATM:

- » ATM Status
- » ATM Analytics
- » ATM Details

RemoteView Surveillance adds:

- » Electronic Journals
- » Audit Log
- » Transaction Integration

With RV ATM Diagnostics You Receive:

- » 24/7 service
- » Remote Identification of ATM problems
- » Immediate resolution of problems in most cases
- » Remote reboot and repair of basic software issues on your ATMs
- » Prediction of "problem" machines
- » Increased uptime on your ATM Fleet



Security

Security is our #1 focus. Our SOC 2 Type 2 audit confirms that we follow a set of pre-defined benchmarks for security, availability, and confidentiality. We use AES 256 bit encrypted VPN connections, which are considered among the most secure available: AES (Advanced Encryption Standard) is used by the U.S. government to protect classified information and is implemented in software and hardware throughout the world to encrypt sensitive data. In addition, we test for vulnerability every month.

SOC 2 Type 2

We built the RemoteView product line with industry security standards in mind. Our SOC 2 Type 2 audit confirms that we follow a set of pre-defined benchmarks for security, availability, and confidentiality. You can be assured that your information is protected and available. A report is available upon request



Frequently Asked Questions

Q: How much can this service save me?

Financial institutions investing in real-time ATM monitoring and transaction analytics software report reductions of 26% in failed transactions within their first year of product use. (Source: <https://www.inetco.com/blog/2014/07/having-it-all-improving-atm-profitability-and-customer-experience>)

Q: How does the ATM connect to RemoteView?

We install a small Windows-based agent on your ATM. The agent communicates Outbound only to the IP address & port specified.

Q: Can I view all my ATMs from one interface?

YES, you finally can! Our Dashboard simplifies viewing all your locations and analyzing data—in aggregate or individually. For security purposes, you can designate which user has access to what data, and multi-factor authorization adds a 6-digit PIN to enter before anyone can login.

Q: How long does it take to resolve issues, on average?

We are able to fix 60 percent of ATM issues within 30 minutes or less.

RemoteView Managed Services

With the information available through our RemoteView Managed Services, you'll be able to more easily prepare profitability reports by gaining visibility into customer experiences with customized analytics. At the same time, you can isolate ATM service issues, reduce failed customer interactions, and manage targeted marketing campaigns.

Is monitoring, managing and maintaining your ATMs your core function? Or is it something you're trying to juggle while doing your "real" job? If it's not a core function to your business, why not bundle, consolidate, and outsource these services? Why not free up your staff's time to focus on their core functions? By outsourcing and bundling services, your budget is reduced and FTE time is more available to focus on core initiatives. Bundling any or all of the RemoteView Managed Services can save you thousands of dollars annually! Why continue to do things the same old way...perhaps it's time for a new conversation with us?

For more information, please call:

1-800-341-8641

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