



Resolve over 63% of your issues without dispatching a tech

RemoteView ATM/ITM product line was developed to utilize technology to remotely deliver support to the ATM/ITM industry. The RemoteView product line has been developed into multiple modules to support all departments interfacing with the ATMs/ITMs.

Diagnostic

Monitor, manage and maintain your ATMs/ITMs. Reduce service calls with remote troubleshooting and expedited resolution. Includes remotely identifying the problem and repair of basic software issues for increased uptime.

- Hardware and software diagnostic
- Remote reboots
- Pull logs and tallies
- Include dedicated & certified RemoteView Specialists
- If RemoteView Specialist are unable to fix, a technician is dispatched with detailed diagnostic information for faster repair and a first time fix

Windows Patch Management

Maintain compliance and keep your ATMs/ITMs secure with up to date Microsoft software patches.

- Preferred update scheduling
- Patch status reports provided ready for auditors
- Automated patch installation

Hard Drive Backup

Daily backups performed to limit downtime and data loss.

- Fast and reliable storage with solid-state drives
- View backup status online
- Restore functionality and avoid extended downtime
- Incremental backups with monthly full backup

Hard Drive Encryption

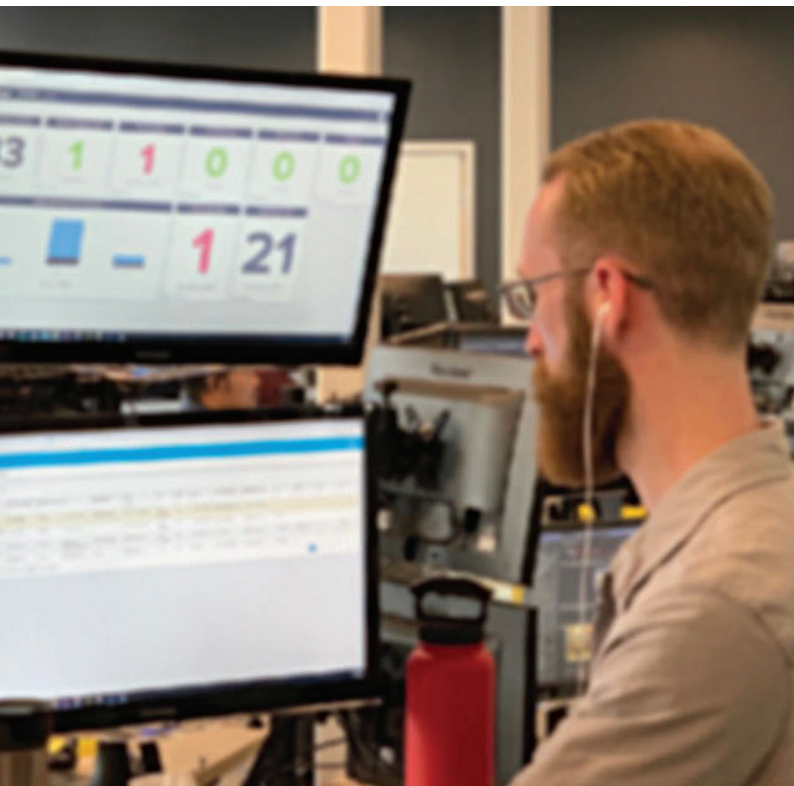
Lock down your hard drive with 256-bit encryption to prevent unauthorized access.

- Protects sensitive information
- Safeguard against stolen hard drive
- Utilizes local TPM of ATMs/ITMs

Electronic Journals & Analytics

View and download real-time electronic journal activity and reports which are uploaded automatically.

- Protect against Reg E Act 205.13 Administrative enforcement: record retention (requires initial set up)
- One year of retention guaranteed
- Analytics and reports showing transaction types, volume and profitability included
- Piko VMS integration for video recording of transactional events



Security Plus

Protect your devices with trusted application control to prevent malicious attacks.

- Zero-day protection against malicious attacks
- Security logs available upon request
- Centralized policy management
- Windows firewall management
- Password management

Marketing Screens

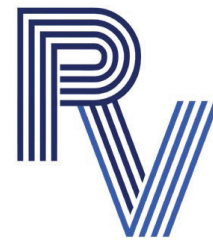
Deploy advertisement screens to any and all ATMs/ITMs, automatically at times you choose.

- Includes quarterly marketing screens updates for each ATM/ITM (may require initial set up costs)
- Sync up with in-branch campaigns or in-market advertising
- Update welcome, please wait and thank you screens
- Update receipt logos

Connect | Internet

Managed Wireless Connectivity

- Managed cellular router for ATMs/ITMs connectivity
- Multiple cellular providers supported



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