

Enhance ATM availability



Best in class ATM availability

- ATM services for over 40,000+ ATMs
- Trusted by 30+ banks
- 15+ years of experience

Partner with India's leading ATM service provider to effectively manage your ATM operations.

ATMs are critical self-service channels and it is imperative for banks to effectively monitor and manage these assets to ensure business continuity. Banks are striving hard to improve **ATM channel performance** and monitor the performance of supporting agencies, maintain SLAs and **gain visibility** into ATM management. Legacy, manual and disparate ATM management processes pose significant challenges in proactively tracking the health of these geographically dispersed assets.

Banks can take better control of their fleet of geographically dispersed ATMs with FSS' integrated ATM Monitoring and Incident Management Services. Our services enable banks to **streamline monitoring and ensure proactive maintenance, uninterrupted services and enhanced security**, thereby improving end-customer experience.

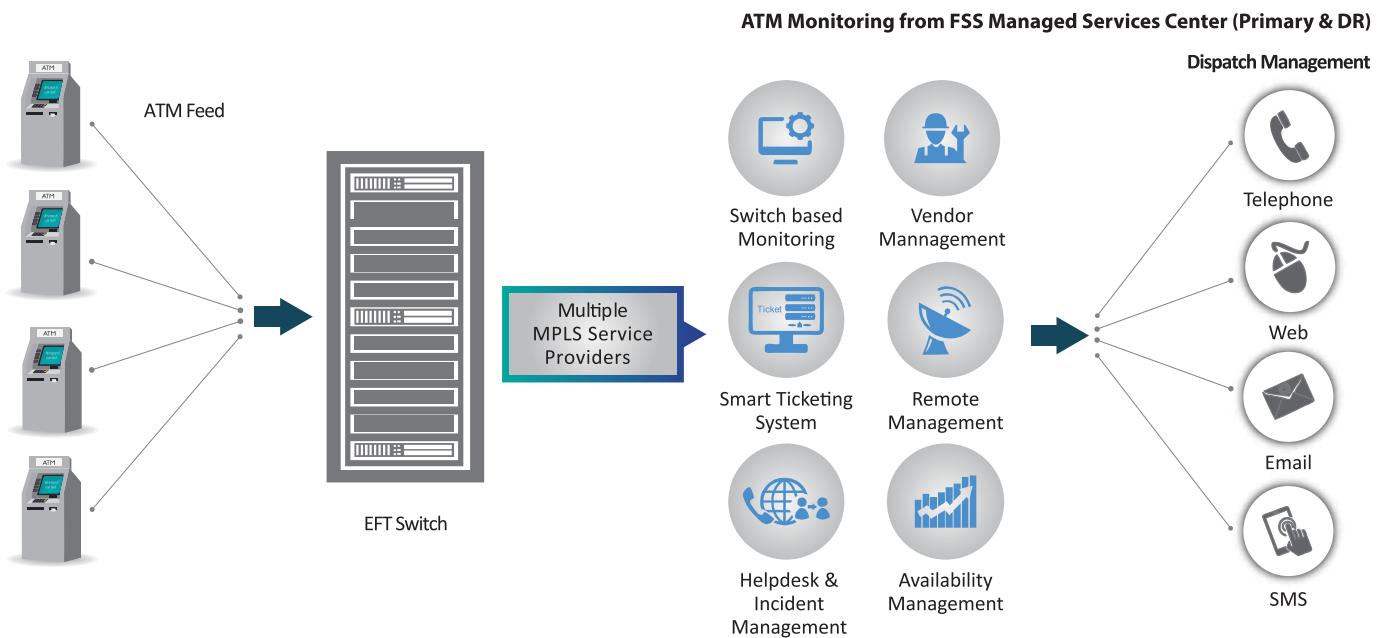
Service Highlights

- ✓ End-to-end ATM monitoring and incident management services to provide **automated**, centralized and robust ATM management
- ✓ FSSNeT Managed Services Centre (MSC) combines **state-of-the-art monitoring tools** and **highly-trained specialists** to monitor ATMs round-the-clock
- ✓ Real-time access to data and **in-depth analytics** to provide granular visibility into operations and boost ATM network efficiency
- ✓ **Strong partner engagements** for maintenance of all critical equipment and diligent follow-through processes for accelerated problem resolution
- ✓ **Remote diagnostic and resolution capabilities** to identify and resolve chronic ATM failures

Benefits

- ✓ **Optimize ATM availability:** Enable banks to facilitate proactive maintenance and ensure increased ATM availability
- ✓ **Reduce cost:** Improved monitoring and incident management processes and tools to reduce operational expenditure
- ✓ **Increase revenue:** Identify bottlenecks and provide remedial action to optimize ATM performance, thereby leading to increase in transactions
- ✓ **Enhance SLA management:** Closely track and evaluate service providers and ensure they resolve issues within the SLA defined in the system
- ✓ **Enhance customer experience:** Offer meaningful insights to enhance ATM availability, productivity and deliver differentiated customer service

FSS ATM Monitoring Process



**FSSNeT
Advantage**

26 years payments
domain experience

Leading edge
technology products

World class payment
processing infrastructure

Quality leadership for
delivery excellence

Pay per
use model

About FSS

FSS is a payments technology leader. The company powers the payments initiatives of leading banks, financial institutions, processors, merchants, governments, corporates and regulatory bodies across the globe covering both retail and wholesale business segments. The company's end to end payments footprint spans across retail delivery channels such as ATM, POS, cards, mobile and internet as well as wholesale channels like mandate management and payment hub. FSS today has a worldwide presence and delivers business value to its clients via a diversified portfolio of software products, hosted payment services and software services.

For more information on our services please email us at : info@fsstech.com | www.fsstech.com

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FSS
**POWERING
PAYMENTS**