

ATM Enhanced Monitoring – Incident Management

Note: This product profile description includes further enhancements which are under development. Target availability: July 2010.

Product Definition:

Incident Management is a combination of software and the National Client Support Centre (NCSC) service. It provides a single point of contact through our NCSC for the capture of fault or certain condition messages from those ATMs that are under contract with Everlink for Incident Management. Upon receipt of the message by the Everlink ATM Monitoring System (AMS), an alert is created and sent to the NCSC, where it is reviewed and the appropriate course of action is determined.

Incident Management is designed for Everlink clients who have existing relationships with an ATM Service Provider and wish Everlink to work with the Client and their ATM Service Provider in managing ATM service responses. This service provides you with current status of both the ATM service requirements and the status of the resulting service responses, which support and enhance your management and control of ATM servicing.

Incident Management Features:

Monitoring and Notification:

- ATM messages monitored by AMS.
- Automated alert tickets generated by AMS.
- Automated notification of alerts by the NCSC provided by voice messaging and/or email, to designated contacts, as configured by the client.

Dispatch:

- The NCSC confirms the ATM alert parameters (such as severity, repeated error, etc.) prior to notifying the appropriate ATM contact.
- If applicable, the NCSC reviews the profile of the ATM for special considerations, prior to notifying the designated client contact.
- If required by client in the Incident Management service profile, during branch business hours, the NCSC will dispatch to ATM service provider those tickets regarding ATM hardware alerts.
- Dispatch to the designated ATM service provider is automatic if the alert is received outside of the applicable client branch business hours.
- Alerts resulting from communication problems are identified by the NCSC and dispatched as service calls to the party responsible for network services.

Escalation:

- If the Estimated Time of Arrival (ETA) provided by the ATM service provider or vendor to the NCSC is greater than that set in the ATM Incident Management service profile, the NCSC will notify the client and designated ATM service provider or vendor point(s) of escalation.
- If no ETA is provided, Incident Management will escalate this lack of response to the designated escalation contacts.

Reports:

- Everlink Incident Management performance reports are provided on a daily basis. These reports are based on the lifecycle of incidents residing in the Everlink Client Relationship Management (CRM) system.
- Incident Management reports provided on a monthly basis include Event History Report, Status Code Frequency Report and Terminal Performance Report.

ATM profiles:

- ATM profiles are maintained in Everlink's CRM.
- ATM profile changes are made as clients request changes with the NCSC. These profiles include information on ATM location, make & model, site business hours, applicable ATM networks (e.g. Interac, Cirrus, etc.), client and service provider contacts, etc.

Incident Management Benefits:

- Provides 'first level' ATM problem isolation, confirming the origin of the underlying fault (whether the ATM itself or another source). If the alert is network oriented (such as communications link or a communications device), then the NCSC deals with this issue directly with the third party responsible for network services.
- Daily and monthly reports provide statistics on ATM alerts across the client's ATM network. These reports provide a basis for the evaluation of service provider and vendor performance by the client.
- Provides an effective mechanism for the escalation of unresolved ATM alerts to the designated escalation contact(s) when the ATM alert is not acknowledged or resolved within the designated time frames.
- Services are provided with an Everlink Service Level Objective (SLO) that ensures that ATM errors received by Everlink are dispatched as tickets within a committed time frame, 24 hours a day, 365 days a year. This ensures that both the client and the designated service provider are notified of ATM issues in an appropriate and timely manner, in accordance with business rules. For example, low severity alerts may be configured to notify only the client, where

critical alerts may be dispatched as tickets directly to the third party service provider only after normal business hours.

Everlink ATM Enhanced Monitoring

Incident Management is a module within an integrated suite of Everlink ATM Enhanced Monitoring. The following table provides an overview of available services from monitoring ATM errors, to full services for the resolution of ATM errors.

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