

ATM Enhanced Monitoring – Service Management

Product Definition:

Service 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 Service Management. Upon receipt of the message by the Everlink ATM Monitoring System (AMS), an alert is created and sent to the NCSC and the designated service provider, where it is reviewed and the appropriate course of action is determined.

This service is designed for Everlink clients that manage their ATM fleets as a critical line of business. These clients directly contract with or use their own ATM service providers and use Everlink services in support of the quality management of the ATM service responses as provided by the client's service providers. This service provides the client with enhanced information on the nature of the ATM service requirement and guidance regarding the necessary service response in order to ensure the most efficient and effective response to ATM alerts. This service builds upon ATM Monitoring and Incident Management, thereby providing a complete ATM incidents response solution for client contracted ATM servicing.

Service Management Features:

Monitor and Notify:

- ATM fault conditions monitoring by the AMS system.
- Automated fault ticket generation by the AMS system.
- Automated notifications to the identified client contact.
- Automated Chronic Error Detection: the Service Management solution can be designed to keep track of fault conditions that are usually under the "Ignore" action category and generate AMS tickets once the pre-defined frequency threshold is reached.

Dispatch:

- The ATM native code is used for precise dispatch to the technician assigned to service the ATM.
- In cases where ATM native code data is not available the ATM status code will be used for fault management
- Vendor knowledge base provides recommended action for faults, based on global service experience on ATMs. The recommended actions will be passed on to service providers for enhanced dispatch. This applies even to cases where the native code is not available.

- Remote fault resolution (where possible). For example, Everlink can work with the client's branch personnel to diagnose and resolve a jam/fault without dispatching a vendor technician.
- If specified in the service profile, an automated dispatch for all "Out of Service" and "Needs Attention" fault tickets will be made to the ATM service provider.
- Automated notifications of dispatches to the identified credit union contact.
- Everlink will investigate and try to resolve communications problems for our clients. We will work with client and communications service vendor as required.
- Notification to the client to replenish the ATM according to the contact information supplied.
- Everlink will record resolution code and notes on what service was performed on the ATM, based on information supplied by service providers.

Escalation:

- Monitor and manage SLA between the credit union and ATM vendor. Everlink will help client to monitor service vendor's response time to dispatches and perform escalation if SLA is breached.
- SLA and profile-based fault escalation. If a ticket is not resolved by the time limit defined in the client – vendor SLA then escalation will be performed.
- Escalation can be defined according to delay. For example, the branch ATM custodian maybe contacted for the first escalation and the branch manager maybe contacted for further escalations on the fault.

Reports:

- AMS ATM reports. (Event History Report, Status Code Frequency Report, Terminal Performance Report)
- Everlink Pivotal Service Management performance reports. Reports on incidents created in Everlink's Pivotal CRM system for Service Management
- Additional analytics reports possibly including patterns of parts failure, service provider compliance with SLA standards, technician and client personnel ATM servicing task loads, for example.

ATM profiles:

- ATM Profile Management by Everlink where ATM profiles are maintained in Everlink's CRM system.
- ATM profile changes made immediately as clients request changes. These profiles encompass ATM location, make & model, site business hours, ATM networks, vendor contact info, etc.

Service Management Benefits:

- Service Management co-ordinates responses to alerts, across the service provider and the client. Service Management supports client personnel roles as specified in the client service profile for this co-ordination. For example, a client contact may be specified as responsible for a sub set of the client's ATM fleet, and is to be notified only for service critical ATM alerts within certain hours.
- Service Management client service profile supports multiple third parties and escalation contacts within those third parties for ATM alerts. This includes the ATM service provider or vendor under contract with the client, as well as the provider of ATM network services, etc.
- The service profile also supports ATM specific alert response standards. For example, certain ATMs may be specified by the client as requiring a more rapid response and resolution time, for certain service critical alerts. This may also include immediate notification of the third party service provider for service critical alerts.
- The ATM message and / or underlying native code are evaluated by multiple criteria in accordance with the client Service Management service profile, for the applicable response. For example, 'hard down' (service critical) faults, or chronic (repeated) faults may be subject to unique response times or service provider notification logic.
- Service provider notifications contain where applicable and where available, extended information regarding the nature of the error causing the ATM alert, recommended technician actions for resolution, and depending on the ATM make or model, the part number for the failed component.
- Service Management provides multiple service profile parameters for alert escalation, including response time standards by alert type, escalation of the alerts to multiple contacts, when the alerts have not been responded to in the required time, timer based reminders on alerts, for example.
- Notification of alert and associated ticket closure is provided, together with commentary, by the responding technician as to the action taken (when submitted to the Service Management service by the service provider).
- Automated notifications provided by email, and mobile Short Message Service (SMS).

NOTE: Service Management provides an integrated Everlink and service provider diagnosis, isolation and resolution of the ATM alerts where the service provider is contracted by the client. For a description of Everlink's service including a complete outsource of ATM management, please refer to Everlink's Turnkey Management solution.

**Everlink ATM Enhanced Monitoring**

Service 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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