



**EVERLINK®**

# Managed ATM Solutions: Incident Management

## CHALLENGES

- Has your ATM management become an expensive cost centre?
- Is your staff manually managing your ATM incidents which affects their productivity?
- Are you experiencing extended ATM downtime and increased fault resolution resulting in inefficiencies & profit loss?
- Are your ATM Incident escalation processes currently not well defined?

## FEATURES

- Improve operational efficiencies, increase ATM up-time and lower maintenance costs as Everlink provides you with a single point-of-contact in our National Client Support Centre (NCSC) to actively monitor your ATM fleet.
- All error messages are sent to the Everlink AMS server from the ATMs which will then be directly dispatched to the NCSC for first level response.
- The NCSC will acknowledge receipt of the error message; set the appropriate resolution timeframe by engaging with your selected service provider(s) and/or staff thereby leading to the rapid and efficient resolution of the ATM incident.

### PREREQUISITES

1. Client must have selected the Standard ATM Monitoring service

## WHY EVERLINK . . .

- 99.97% Network Reliability (2008)
- 3.8 Million National Customers
- 375 Credit Unions, 30 Schedule I, II and III Banks and FI's
- 796 Million Debit & Credit Card Transactions Annually - Totaling \$25 Billion in Transactional Value
- 86% of Canadian Credit Unions use Everlink Switching & ATM Driving / Monitoring
- EMV End-to-End Deployment, Banking
- EMV K-W Trial participation
- EMV Interac Certified (SCD, Oct '07)
- ISO-POS and WL ATM Specialist
- 5 National Group and Intercept Processors
- Majority owned by Metavante, a \$1.6 Billion USD public company (NYSE "MV") - with a \$2.4 Billion USD market capitalization (August 2008) and over 8,000 Financial Services clients globally

### To Contact Everlink:

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## BENEFITS

### Operational Efficiencies

- ATM Faults are monitored 24 x 7 x 365 to ensure top performance from your ATM Fleet.

### Increased ATM Continuity & Uptime

- ATM Faults are analyzed and diagnosed to ensure technician dispatch occurs when required, fixing the ATM issue correctly the first time.

### Lower Maintenance Costs

- Reduces the number of fault-not-found incidents & unnecessary dispatches.

### Reliance on Expertise

- Certified ATM services on all ATM vendors and models.

CUSTOMER ONE # of ATMs . . . . . 5	CUSTOMER TWO # of ATMs . . . . . 20	CUSTOMER THREE # of ATMs . . . . . 45
<b>Current Monthly Costs:</b> <b>\$413</b>	<b>Current Monthly Costs:</b> <b>\$1,650</b>	<b>Current Monthly Costs:</b> <b>\$3,713</b>
<b>Monthly ATM IM Cost:</b> <b>\$250</b>	<b>Monthly ATM IM Cost:</b> <b>\$960</b>	<b>Monthly ATM IM Cost:</b> <b>\$1,980</b>
<b>Annual Projected Savings:</b> <b>\$1,950</b>	<b>Annual Projected Savings:</b> <b>\$8,280</b>	<b>Annual Projected Savings:</b> <b>\$20,790</b>
<b>39%</b>	<b>42%</b>	<b>47%</b>

**ATM PRODUCTIVITY INCREASE / year: 11%**

Above projections are for illustration purposes only. Actual savings may vary based on options, customer practices and operations.