

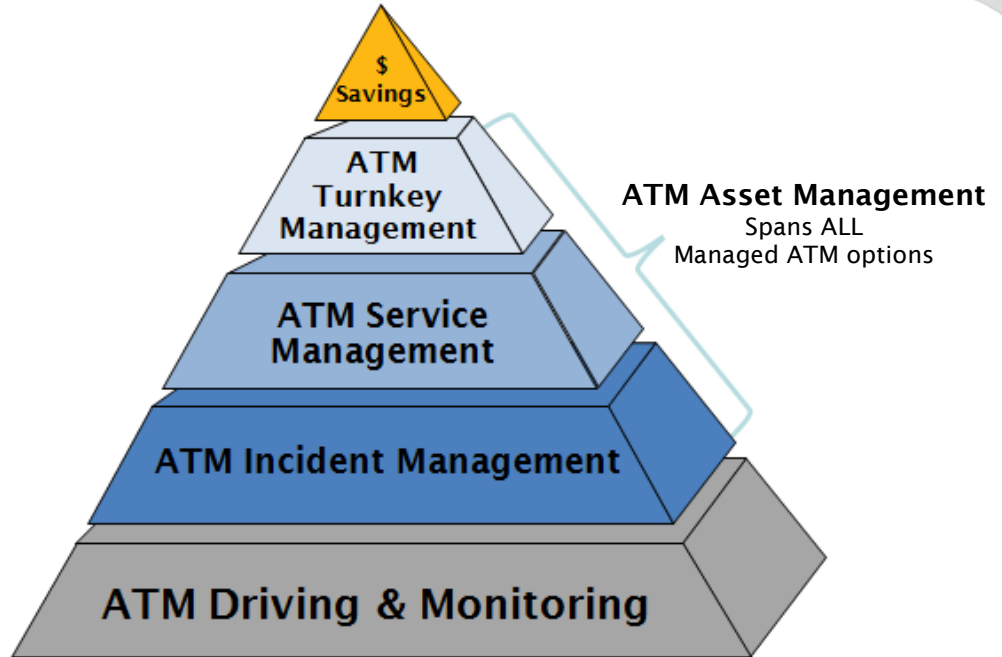


**EVERLINK®**

# Managed ATM Solutions

## CHALLENGES

- Has your ATM portfolio become an expensive cost centre?
- Are you experiencing extended ATM downtime and increased fault resolution resulting in inefficiencies & profit loss?
- Is your current ATM management supply chain long, complex and heavily burdened with costs?
- Is managing your ATMs currently a distraction to your staff from doing their core functions: servicing your members?



## FEATURES

- **National Client Support Centre (NCSC) providing 24/7 Monitoring**
- **ATM Status and Availability Reports**
- **Configurable Profiles**
- **ATM Service Provider Management**
- **Centralized Dispatch**
- **Managed ATM Incidents**
- **Integrated Monitoring Systems**
- **Streamlined Technician Dispatch**
- **Advanced Part Identification**
- **SLA Management**

## BENEFITS

Everlink Managed ATM Solutions empower you to run your ATM fleet more efficiently, with lower and predictable maintenance costs, and more effectively, by providing richer functionality to allow you to acquire more transactions with increased ATM up-time.

### Economies of Scale = Increased Savings

#### Operational Efficiencies

- ATM Faults are monitored 24/7/365.

#### Increased ATM Availability & Uptime

- ATM Faults are analyzed and diagnosed to ensure technician dispatch occurs only when required.

#### Lower Maintenance Costs

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

#### Reliance on Expertise

- Certified ATM services on all ATM makes and models.

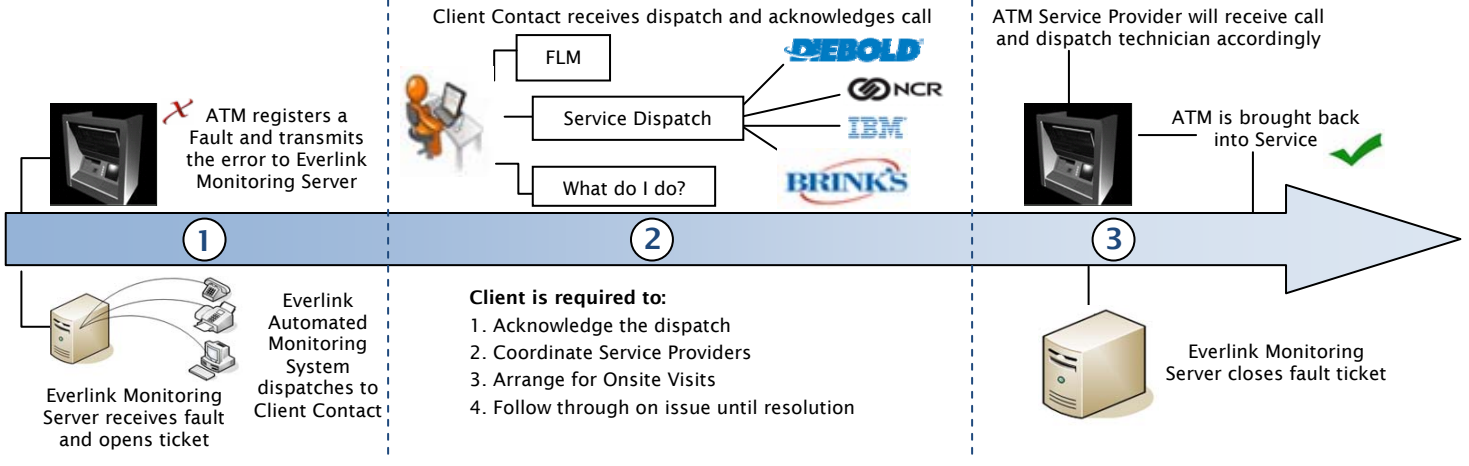
## WHY EVERLINK . . .

- 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

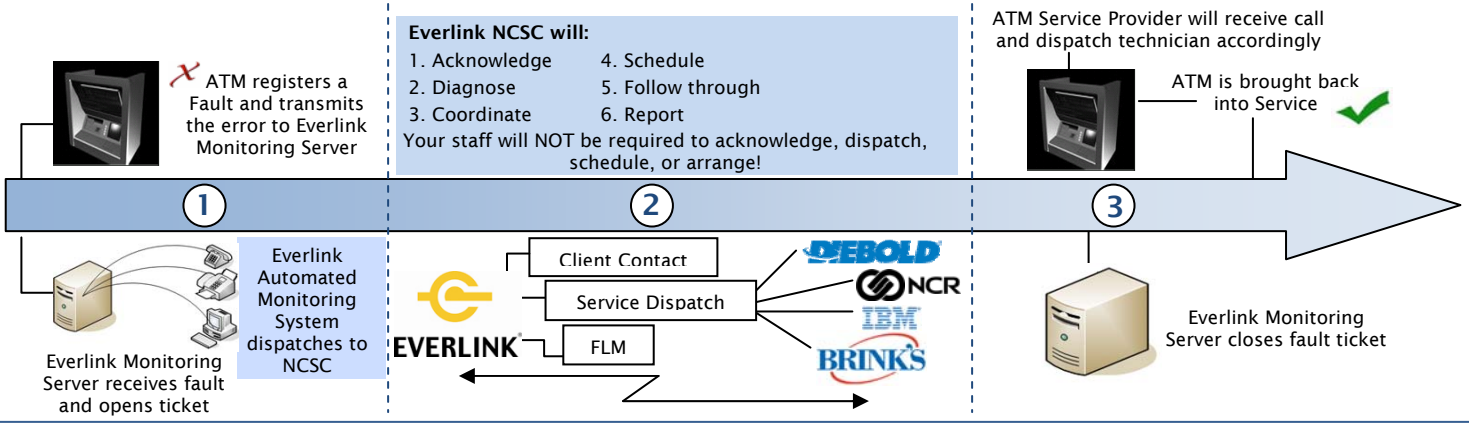
## To Contact Everlink:

- [WesternCanada@Everlink.ca](mailto:WesternCanada@Everlink.ca)  
647.883.1472
- [CentralCanada@Everlink.ca](mailto:CentralCanada@Everlink.ca)  
647.883.1472
- [Ontario@Everlink.ca](mailto:Ontario@Everlink.ca)  
416.522.3539
- [Quebec@Everlink.ca](mailto:Quebec@Everlink.ca)  
416.428.5094
- [Atlantic@Everlink.ca](mailto:Atlantic@Everlink.ca)  
416.818.9535

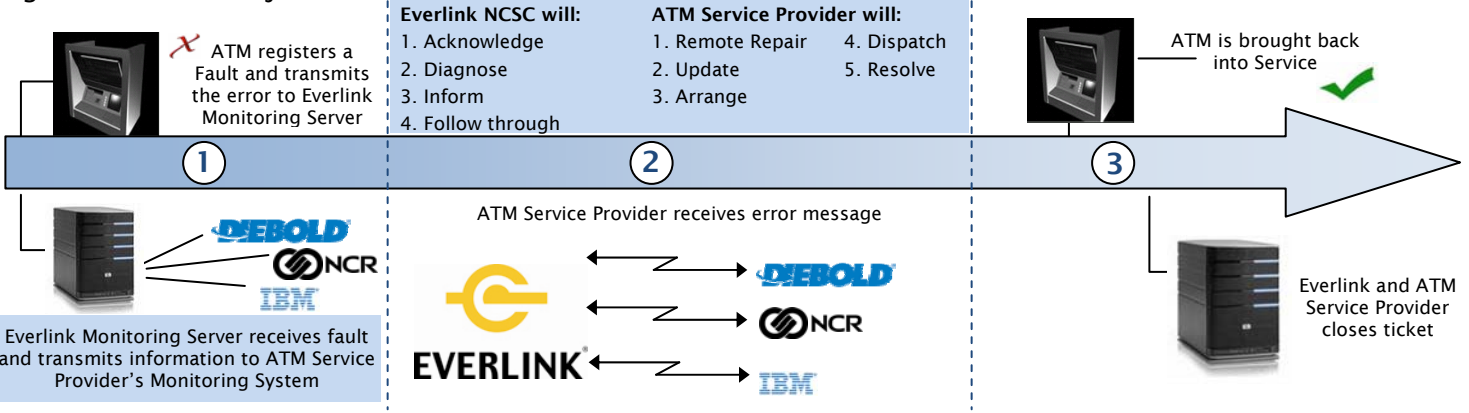
## ATM MONITORING



## INCIDENT MANAGEMENT provides a single point of contact through the Everlink NCSC (National Client Support Centre) to actively monitor and manage ATM incidents:



## SERVICE MANAGEMENT provides an automated ATM Monitoring and Incident Management Service integrated with the major ATM Service Providers:



- ### TURNKEY MANAGEMENT
- Everlink procures the ATM Hardware and Software.
  - Schedules and manages the ATM installation.
  - Includes ATM service contract, Monitoring and Incident Management Services, and telecommunications infrastructure.
  - Note:** Credit Union is required to provide Cash Management Services



- ### ASSET MANAGEMENT will include a web portal facility enabling credit unions to manage their respective ATM fleets.
- ATM Asset Management features include but are not limited to:
    - Transaction retrieval
    - Transaction and ATM reports
    - ATM configuration information
    - ATM fault history
    - Remote services, including but not limited to: Remote Key Loading (RKL), and remote downloading of the load image HTML and/or Graphic File Updates