

# 24/7 ATM monitoring solution



Today, the ATMs are being increasingly outsourced to Managed Service Providers (MSPs) for the purpose of proper management and surveillance. Cash replenishment, stringent security measures and proper maintenance of passive assets are some of the basic issues that need to be taken care of in order to ensure continuous functioning of ATM.

WebNMS ATM Site Manager is a complete ATM networking solution comprising of web enabled customized hardware and WebNMS

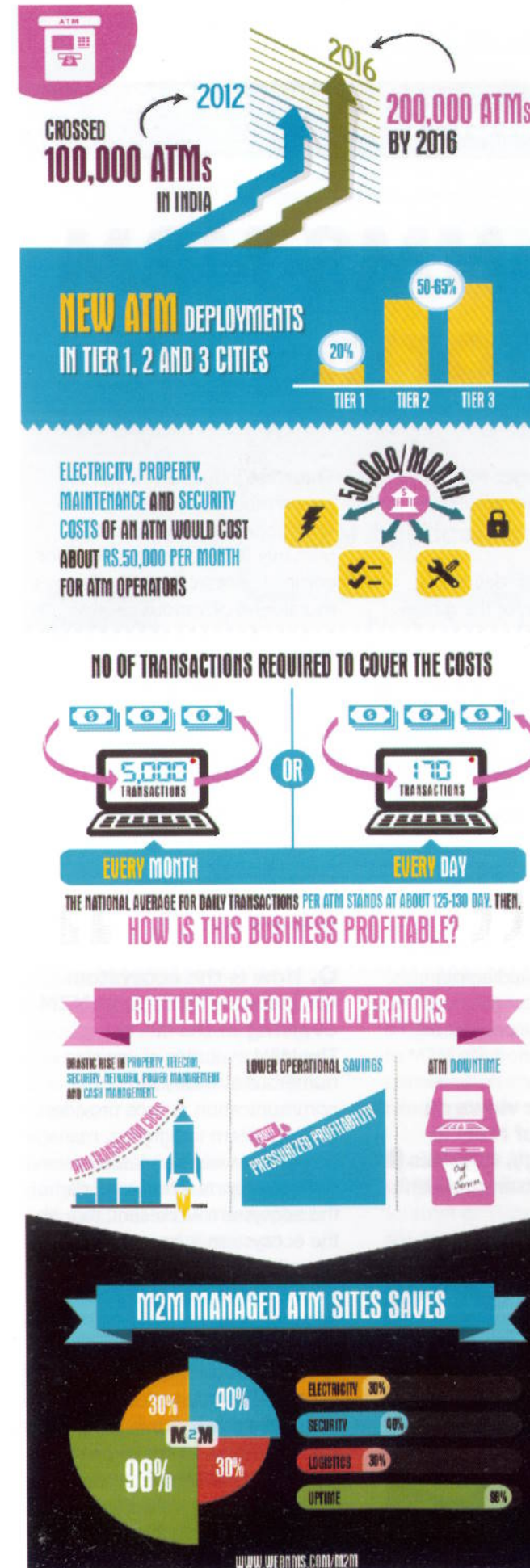
based Network Management System (NMS) for absolute and reliable monitoring and security of ATM and its various assets present at the site. The solution is built on WebNMS Framework which is protocol neutral and offers a wide range of services irrespective of the hardware, operating system and database. This framework is scalable, customizable and is ready to be developed further without sacrificing the current performance.

WebNMS ATM monitoring solution offers an accurate fault diagnosis along with fast and efficient resolution of issues. This helps minimize

operating costs and thereby enables optimum management of the ATM network. Besides fault management, the solution provides a centralized control and enables efficient power management by keeping a real-time track on the energy usage based on the no. of users and performance of other assets.

A typical ATM booth besides the ATM machine, hosts other necessary assets as well, which include air conditioners, illuminated signage boards, inverter/UPS, a security camera and at least 8-12 lights. Currently, the security and maintenance of passive assets in the ATM rooms require physical intervention, very often resulting in low operational efficiency, at times increased downtime and thus shrinking profit margins for the operators. The service contract mandates the MSPs to ensure that ATM site is working 24/7. With rising overheads, ATM operators are looking for a reliable remote monitoring solution to optimize ATM maintenance.

WebNMS with its extensive R&D has designed such an out-of-box solution called the WebNMS ATM Site Manager. The solution consist of sensors deployed in the site to transduce various parameters and feed into a single brick sized box namely WebNMS Remote Terminal Unit (RTU). This RTU



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provides interfaces to twelve data points each intended to capture a particular physical quantity like temperature, smoke, humidity, door opening/closing, lighting control and energy consumption by connecting to various sensors. Data is collected from all the passive assets in ATM room by sensor and transformed into actionable intelligence which is then displayed on the dashboard for proactive decision-making. WebNMS ATM Site Manager offers a clean graphic energy dashboard that provides an overview of recent alarms, sensor status, power consumption pattern, humidity, temperature, etc., for effective and rapid decision making.

The integration of M2M technology in WebNMS ATM Site Manager has helped the companies that monitor ATMs in reducing their effort of managing the ATM site. WebNMS ATM Site Manager can be seen as a welcome change; while there are several other network monitoring solutions in the market, the WebNMS ATM Site Manager has exploited M2M at its best. By adopting M2M technology infrastructure, WebNMS ATM Site Manager offers effective ways to retail banks and financial institutions to curb their operational costs.

The solution seamlessly receives data from various sensors and send it to the central location for retrieval of information. However, in case of power outage or connectivity failure the device automatically switches to offline mode driven by an independent battery source and stores the data locally in its memory.

This offline data can be retrieved as and when required thus making the data available 24\*7 irrespective of the conditions. In case of an improper functioning of any equipment which needs immediate attention its status of working can readily be made visible on the energy dashboard hosted by a central server.