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Zoho Corp introduces monitoring system for ATMs

STAFF REPORTER

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: Move over, security guards. ATMs will soon come equipped with a monitoring system that will save energy, allow for greater operational efficiency and deal with theft effectively.

Chennai-based Zoho Corp's latest software solution lets machine operators observe passive infrastructure such as air-conditioners, cameras, lighting systems, and battery banks across thousands of machines. It then can be controlled remotely from a central location and also provide analytics on how best to improve operations.

"The software can also do preventive maintenance by warning the operator if the battery is low or damaged. It can also save power by shutting off the air-conditioner and lighting systems during non-peak hours remotely," said Prabhu Ramachandran, Director, WebNMS, a division of Zoho Corp.

He was addressing reporters at the launch of the company's first machine-to-machine solution (the ATM site manager), which is targeted at the global banking industry.

"It is compatible with ATM security systems, and also provides warning systems if any assets are moved in a way that is consistent with theft. We are looking at public sector banks in specific which can't always afford security or a person to take care of the ATM," Mr. Ramachandran added.

Private players

At present, there are close to 300,000-400,000 ATMs in India, which are operated by private players such as Tata Communications Banking, NCR and FSS India. Zoho Corp, at present, is in talks with two-to-three major operators, and looking at implementation of the software on a trial-basis.

"We are helping operators improve their margins. It could be by either removing the dedicated security guard or by a 30-40 per cent reduction in energy bills. It also reduces the need for human intervention in many routing service operations. Globally, we are looking at Asia and African banks which mimic our ATM-room system as well," Mr. Ramachandran said.

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