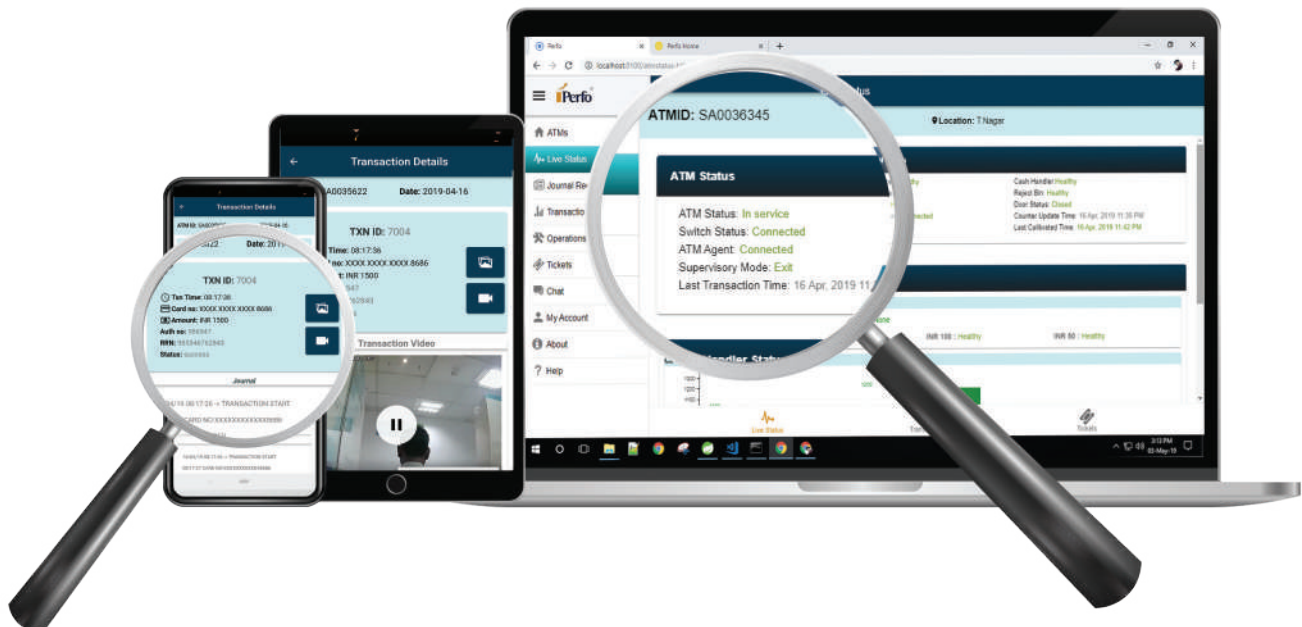




## A COMPLETE FINANCIAL SELF SERVICE TERMINAL MANAGEMENT AND MONITORING SOLUTION



# MULTIVENDOR ATM MANAGEMENT AND MONITORING SOLUTION



## A COMPLETE FINANCIAL SELF SERVICE TERMINAL MANAGEMENT AND MONITORING SOLUTION

FI's consider ATMs as the most important banking channel next to the branches. Hence, FI's need to ensure 24/7 ATM availability and a positive user experience for an improved customer engagement. The complexity of ATM operations and maintenance is a major challenge to the banks and the same increases exponentially with a growing ATM fleet and the involvement of multiple service providers (multiple ATM vendors, cash replenishment agencies and facility providers). Moreover, the absence of adequate performance dashboard results in FI's not knowing the health of their ATM fleet and not being able to meet the ATM channel objectives of high customer satisfaction and high availability. Typically FI's use a disparate set of tools or use manual processes in ATM management activities like ATM configuration, remote administration, electronic journal retrieval and reconciliation, cash level reporting, ATM monitoring and incident management. This approach leads to many inefficiencies and results in major operational challenges such as inconsistent ATM availability and inordinate delays in dispute resolution.

Hence, it is essential to deploy an integrated ATM Management system which allows central management, monitoring and remote administration of the ATM network. The management system should facilitate regular analysis of performance metrics, trigger maintenance requests and produce availability reports.



**72%**  
FI's are in adoption of  
agent based monitoring

**10%**  
Availability improvement of  
ATM Channel reported by various banks

*Perfo helps Financial Institutions pro-actively manage the multi-vendor ATM fleet by providing real-time monitoring dashboards and service level agreement (SLA) tracking tools to ensure maximum availability and operational efficiency.*

## BENEFITS

### Facilitates Increase in ATM Transaction Volumes

Features like Real-time monitoring alerts/notifications, automated ticket assignment to vendors & tracking their service levels, single touch dispute resolution among others, ensure decrease in turn-around time of issue resolution and an increase in overall ATM uptime / availability with a measurable increase in transaction volumes.

### Enables Regulatory Compliance

Enables banks to fully comply with central bank's regulations on transaction dispute resolution and secure archival of sensitive transaction journal records.

### Increases Operational Efficiency

Perfo® Mobile App enables agile action from IT, Operations, Business Teams of Central and Regional Offices of the Bank. This is done by providing access to Health Monitoring Dashboards and Performance Analytics that graphically depicts network-wide device status, cash status and transaction trends.





## UNIQUE VALUE PROPOSITION

### Integrated End to End Solution

- Complete rounded solution for ATM Self Service Management
- Modular Architecture, Product Breadth
- PCI – DSS Certified

### Progress with Business Analytics

- Dashboards and Charts for Operations and Business Teams

### Track SLA and TAT

- Improves Uptime and Availability
- Measure vendor performance

### Agile Product Development

- Product Company based in India
- Swift Implementation and Customization
- Go Live within a month

### Multi-vendor Enterprise Solution

- Works on ATMs, Recyclers, Acceptors and Kiosks
- Works with any EFT Switch

### Measure Performance

- Granular reports of fleet performance
- Root cause analysis

### On the go access through Mobile Apps

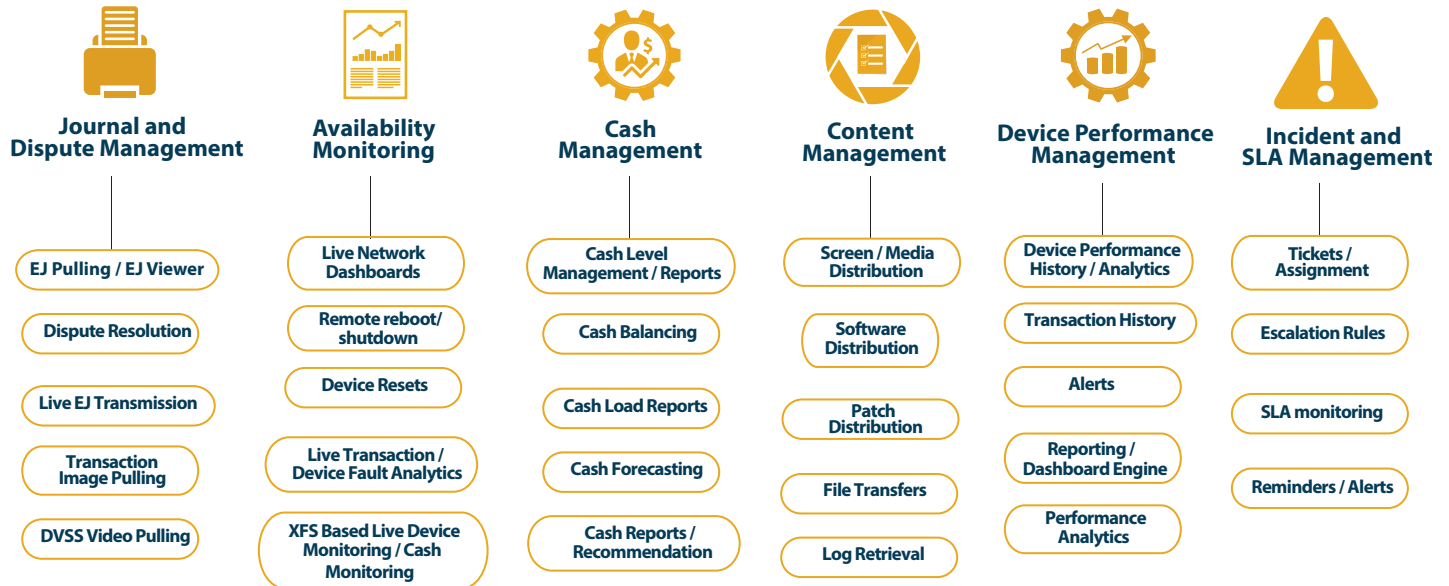
- Mobile Notifications / reminders
- Works on Mobile, Tablets and Desktops

### Uses Open Source

- Cutting edge tech frameworks
- Price Advantage, Lowest TCO

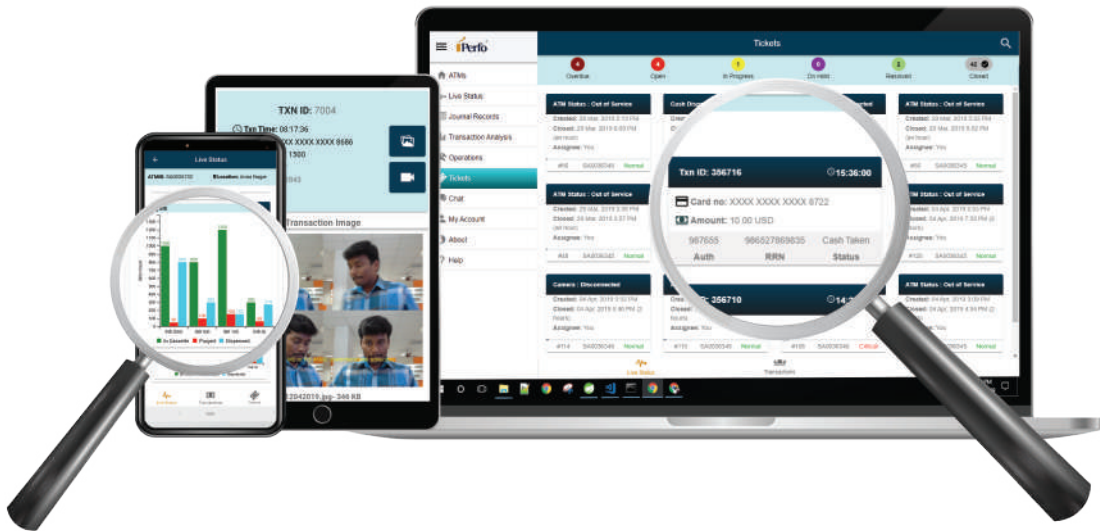


# FEATURES



## ABOUT PERFO®

Vortex Perfo ATM Management and Monitoring Software offers rich solutions to both financial institutions and independent ATM deployers to maximize their business goals in terms of ATM availability and operations. Perfo's multi-vendor ATM monitoring capabilities is a one-stop solution to ensure the highest ATM availability and an improved customer engagement.



## ABOUT VORTEX™

Vortex Engineering Private Limited is an innovative and leading provider of Automated Teller Machines (ATMs) and software solutions for banks. Having pioneered ATM deployments, even in the most difficult and challenging environments, Vortex provides cost-effective solutions to achieve better Return on Investment (ROI) with its hardware & software products for retail banking sector. With a strong foundation built on years of R&D and a steady focus on self-service banking products, Vortex is changing the face of self-service banking with its reliable range of ATMs and software products.

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