



An AI-Powered Comprehensive Solution for Monitoring and Management of Financial Self-Service ATM Terminals.

Perfo® offers a comprehensive solution for managing ATMs across multiple vendors, by providing real-time dashboards and monitoring tools. It helps financial institutions and independent ATM deployment firms reach their business goals of improved availability, operational efficiency, and customer satisfaction by managing multi-vendor ATM fleets 24/7.

Designed & Engineered by



PERFO® UNIQUE VALUE PROPOSITION & BENEFITS

DIGITIZE

ATM Management

On Premises/ Cloud
Notifications via Email, SMS, Mobile App
Works on Mobile, Tablet & Desktop

IMPROVE

ATM Operational Efficiency

Real-time dashboards & Alerts
Collaborate between Stakeholders
Ticketing & SLA Management

LEVERAGE & CONTROL

Self Service Assets

SW Version Control
Content & Patch distribution
Target Marketing

ENABLES

Regulatory Compliance

Pulling EJ, Transaction image and Videos
Simplifies dispute resolution
Cash level alerts to avoid cash out penalty

TRULY MULTI-VENDOR

Enterprise Product

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

INTEGRATED

End to End Solution

Modular & Scalable Architecture
Rich features & Product breadth
Configurable, Customisable UI

BUILT ON

Open-Source Tech Stack

Cutting edge tech frameworks
Lowest TCO & Highest ROI in the industry
Most sustainable product

AGILE

Product Development

Domain expertise in Dev, Testing
Dedicated Team for Swift Implementation & Support
Local partners for international customers

PROVEN & SECURE

Solution

PCI – Compliant
10K installations
25+ Banks worldwide



Do you want to make a smart move in improving the efficiency of your ATM Fleet?

ATMs have become an important channel for banking customer engagement.

Perfo®, can automate in real time the way you connect, diagnose, report, analyze, identify, raise tickets, resolve, get updates, compare, and take right decisions that improve your business results.





Feature Set That Helps Financial Institutions Overcome ATM Management Challenges

Journal Management

Features

EJ Pull/ View
Live EJ transmission
Transaction image pulling
DVSS video pulling

Benefits

Regulatory compliance
Dispute resolution
Digital & paperless



Availability Monitoring

Features

XFS-based live device monitoring
Live network dashboards
Remote reboot/ shutdown
Device resets
Live transaction analytics

Benefits

Avoids cash-dry ups
Enables cash optimization
Quick response
Risk mitigation



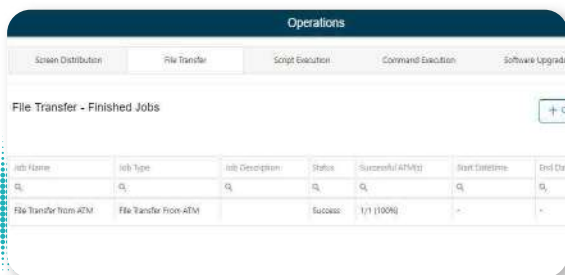
Content & Patch Management

Features

Media distribution
Software distribution
Patch distribution
File transfers
Log retrieval

Benefits

Asset management
Version control
Ad screen push
Optimize site visits



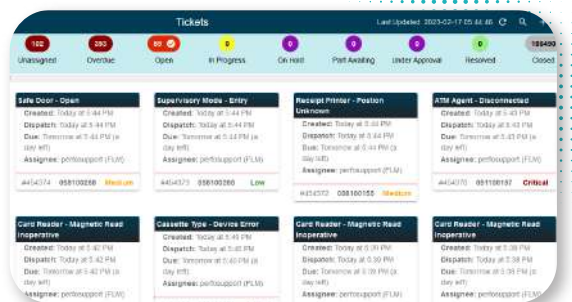
Incident Management

Features

Tickets/ assignment
Escalation rules
SLA monitoring
Reminders/ alerts

Benefits

Collaborating stakeholders
Improves uptime
Vendor performance
Workflow automation



Analytics

Features

Device performance history
Transaction history
Alerts
Reporting/ dashboard engine
Performance Analytics

Benefits

Real-time dashboards
Improves operational efficiency
Monitor KPIs



A CUSTOMER'S SAVINGS CASE STUDY AFTER IMPLEMENTING PERFO® IN 100 ATMS

Results

Automated incident & SLA management

Net increase in transactions due to increased availability

Quicker dispute resolution

Reduction in Penalties

Strategic relocation of ATMs

Total Savings Per Year is 73K USD (Approx.)




About Vortex

Vortex Engineering is an innovative and leading provider of Automated Teller Machines (ATMs) and multi-vendor ATM management software products. With a strong foundation built on years of focused research & development, Vortex has revolutionized the ATM industry with its unparalleled cost-effective range of green ATMs to achieve the highest return on investment (ROI). Our world-class ATM Monitoring and Management software enables digital transformation of the ATM channel management at the lowest total cost of ownership (TCO) across the industry. Vortex is fostering financial inclusion globally by changing the face of self-service banking with its reliable and sustainable range of products and solutions.

CONNECT WITH US TODAY FOR A BETTER BANKING TOMORROW

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Certified Company

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