

ATM MANAGER

The solution for the ATM terminals full management

This solution was designed to manage ATM terminals, from survey to full operational control, and it results from the twenty-year long experience acquired by TAS with the leading Italian banks. This version comes as an alternative to the traditional mainframe one, to answer to the fast evolutions of the technological scenario in terms of new languages and more sophisticated and performing architectures.

SOLUTION

Depending on the type of terminal and in line with the SEPA and international circuits directions, in particular regarding security, the solution **surveys and manages the terminals**, as well as national and international magnetic band or microchip (EMV) **card acquiring, managing all the current protocols** (SIA, SelfService, Payment, etc.) and sending messages to the authorising applications, both internal or external, through the appropriate channels.

BENEFITS

The ATM management component, in addition to **handing all the services that are offered to date by automatic teller machines**, may be easily implemented to manage the growing and innovative services that can be supplied to the public through ATM terminals, in line with the ABI, international circuits (EMV), SEPA and PSD provisions.

From the usability and information completeness points of view, the solution offers advanced monitoring tools, including a **web console** for the administration and display of terminals, messages, events, statistics and information panels, with customizable graphic interface and ability to **connect to the most widely spread intranet security tools**.

FEATURES

- **Management of innovative terminals** – The solution manages not only traditional cash dispensers and kiosks but also intelligent check-in, cash-in and recycling devices
- **Multi-bank and multi-pool operations** – The solution allows to manage, from a single service centre, one or more banks or pools, defining the interaction at the level of single bank or pool, through appropriate configurations
- **Management of terminal physical characteristics and operations** – In addition to managing the terminals configuration,

the solution offers query and monitoring functions for the full control of situation concerning the whole system and the single terminals. The prompt and accurate management of anomalies allows to timely identify the machines that are not connected to the network at a certain moment, do not respond to system queries, are out of synchronization, running out of banknotes or have persisting hardware malfunctions.

- **Events history** – The main events, such as anomalies, drawers refill, accounting closures, etc. are tracked and stored, to allow rapid queries and interventions
- **Local key loading** – The solution allows the sending of master keys to ATM's through crypto devices, in accordance with the international ciphering standards (i.e. 3DES)
- **Micro-chip management** – In the management of system standards, possibility to transfer the "Terminal Capabilities" and the Certification Authority public keys
- **Special modules** – In addition to the basic services, the application includes a series of constantly evolving modules that extend the package functions, offering additional services such as: instruction booking, cash advance in foreign currency, utilities bills self-service payments (bills, refills, tickets, etc.), customized messages to clients. Additional special modules may be implemented to interact with the bank specific business applications. Such modules are normally integrated with TAS security, authorization, fraud prevention, SMS alerts on card operations, statistics and monitoring systems
- **Graphic User Interface (GUI)** – The departmental solution is equipped with a simple and intuitive access window, with search, monitoring, message management, data entry, configuration functions, event logs and summary panels.

CHANNEL MANAGEMENT

