

MIS (ATM Servicing and cash management) within the bank's network is a demanding task, which requires active involvement of employees followed by high operational expenses (financial, transportation, insurance, etc.).

MIS Cash Amanagement solution is a powerful tool that guarantees the availability of cash in the ATMs, estimates optimal amount of stocked money plus efficiently manages and control day-to-day cash handling, transportation with reducing of currency transportation and servicing costs.

Main features:

- Monitoring of different brand of ATMs and other devices
- Device abstraction – ATM, KIOSK, EFTPOS ...
- Master data maintenance (ATM, KIOSK and EFTPOS) or external Issue tracking through the life-cycle
- Issue categorization: incidents, problems and warnings
- Issue history
- Automatic issue creation and resolution based on device state
- (ATM, KIOSK, EFTPOS) or selected events
- Automated tracking of response, service and resolution hours



Main features

- Video surveillance via overview of photos originated at ATM camera Email/SMS notifications on selected events
- Follow up of collaboration between participants
- Configurable automated issue triggers
- Comprehensive reports
- Service oriented architecture SOA
- Central web application accessible to all participants through browser
- Users role based access control management
- Access control per device level, etc.
- Efficient audit trail mechanism