



CASE STUDY

Banks Enhance Efficiency Through ATM Management Automation

intellicus

Overview

The client is a world leader in customer transaction technologies. In addition to manufacturing and supplying ATMs, the client is also an ATM service provider which works with the largest banks across the world to implement ATM management solutions for them.

They were experiencing the following:

- Unsatisfactory reporting and analytics on their data
- ATM maintenance cycles were disorganized
- Inefficiency in identification and servicing of ATM breakdown issues

The client also specifically needed a solution to provide their customer Banks a holistic and accurate view of their ATM network, and deliver better banking experience by improved ATM availability.

Business Challenge

Design a solution for banks to monitor and maintain the health of their ATMs, and also does the following:

- Near real-time analytics for health check on all ATMs every 5 seconds
- Optimization of ATM maintenance process
- Tracking of service vendor performance

Requirements

- Self-service BI solution for comprehensive monitoring
- Real-time visibility into the health of their ATM network
- Report customization on the fly through graphical user interface

- Ease of use for business users to extract critical information
- Compare and capture patterns to predict future trends of ATMs' transactional velocity
- Gain insights from millions of transactions at run time

Intellicus Solution

Designed a solution where ATMs are categorized according to high transaction volumes or high visibility into a priority bucket essentially known as Gold, Silver and Bronze for monitoring, dispatch, cash replenishment and maintenance.

- Dashboards customized according to client's business logic
- Tracking of ATM availability by time of the day and tracking peak transaction times
- Increased efficiency measurement of end-to-end transaction response times
- Capturing relevant transaction metrics in real-time

Business Benefits

- Proactive decision-making
- Enhanced customer experience management
- Better prioritization of fault resolutions based on business impact
- Improved responsiveness to ATM breakdown issues

Highlights

Intellicus helped the banks improve ATM availability and provide better consumer service by delivering faster and more accurate decision making. This helped banks in attracting new customers and retaining the old ones, improving revenue generation and ROI.