

PROGNOSIS ATM Incident Manager

ATM outages cost an estimated \$14,500 per hour. While no financial institution can afford an inefficient problem management process, the task of monitoring hundreds or thousands of ATMs is complex and time-consuming, and doesn't typically leave room for proactive efficiency improvements.

PROGNOSIS ATM Incident Manager significantly simplifies ATM problem management by automating many of the processes involved, and by empowering your in-house personnel to better manage and track the response of ATM service teams.

PROGNOSIS allows you to work more effectively with third-party service providers, to recognize and address areas for improvement, and ultimately to enhance your customers' experience through higher service availability.

Automate and better manage your trouble tickets

PROGNOSIS monitors the status of ATMs, automatically dispatching trouble tickets in a powerful two-way email process that allows service personnel to acknowledge or update the status of tickets from remote locations. Third-party service providers can use this email capability to update estimated time of arrival, to add commentary to a ticket, or to query the status of an ATM - all without human intervention.

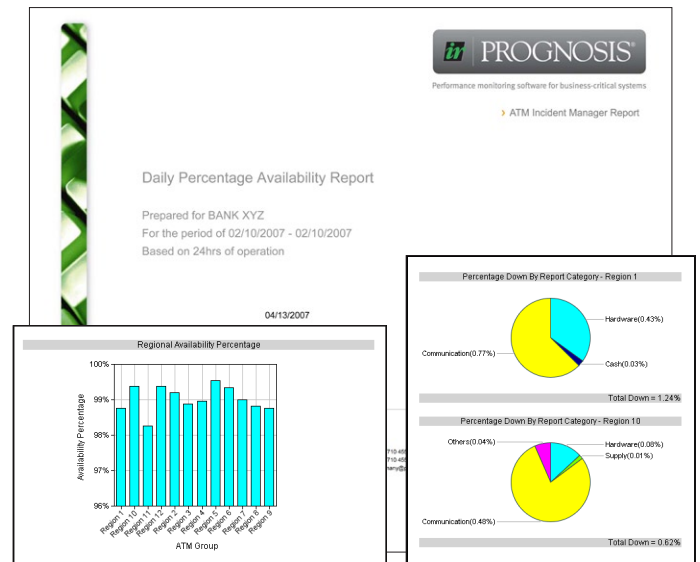
PROGNOSIS makes it easy to monitor the most important ATM problems by flagging overdue tickets or escalating tickets that have exceeded defined SLAs.

Gain insight through detailed reports

PROGNOSIS generates highly useful and extensive Microsoft Word-based reports, providing detailed analysis of availability and service times. These reports give you insight into ATM network inefficiencies, let you identify every SLA breach, and give you the ability to compare performance between different service providers or regions.

Availability reports show the causes of any downtime and provide percentage of time and total minutes an ATM (or group of ATMs) was available over a day, week, month, or other time period.

Service time analysis reports highlight exceptions by ATM type or group and by service provider, giving you an effective way to identify service level breaches, and to measure and enforce SLAs.



- **Simplify problem management:** Automatically dispatches, monitors, updates and closes trouble tickets, greatly simplifying the ATM problem management process.
- **Effective communication:** Bi-directional email capabilities enable service personnel to remotely acknowledge, query and update tickets.
- **Customized exception management:** Manages ATM problems by exception, flagging and escalating overdue tickets to conditions you define.
- **Automated responses:** Programmed responses to specific ATM problems, freeing up human resources.
- **SLA reporting:** Produces extensive availability and service time analysis reports for SLA enforcement.

Highly reliable, highly efficient

Unlike other solutions, PROGNOSIS ATM Incident Manager uses real-time TDF (ATD) as its preferred data source.

This avoids problems associated with relying on events, such as ATM management outages and ATM status lag times, which can result from the high volumes of messages that require processing.

The PROGNOSIS proven real-time architecture secures the highest reliability, ensuring that IT personnel receive dependable real-time ATM status updates and problem alerts.

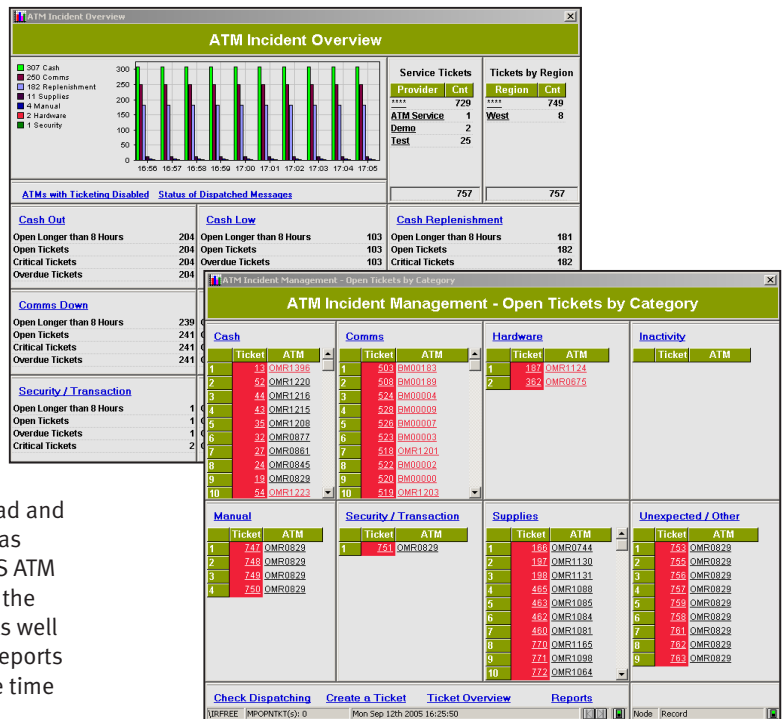
Providing holistic ATM and POS management

PROGNOSIS ATM Incident Manager is part of a suite of PROGNOSIS management products used to proactively monitor the performance and throughput of ATM and POS environments. While all products in the management suite can be purchased separately, their true value is realized when used as a suite and complemented by other PROGNOSIS performance monitoring products.

For example, integration with ATM PROGNOSIS Transaction Surveillance provides the ability to view recent transaction history for an ATM. This powerful functionality assists ATM helpdesk operators to make informed decisions about whether a maintenance team needs to visit an ATM, helping reduce the incidence of unnecessary maintenance callouts and associated costs.

Another complementary product, PROGNOSIS ATM Incident Manager Reporting Server, is a Windows based server that reduces resource overhead and disk consumption on the transaction servers as well as providing improved reporting. Each night PROGNOSIS ATM ticket databases are automatically summarized from the HP NonStop server to the cheaper Windows server. As well as providing cheaper storage, printable and on-line reports are automatically created for ATM availability, service time analysis and detailed ticket history and exceptions.

- Remotely issues commands to control individual ATMs
- Tracks individual ATM cash levels in real time
- Displays tickets by region, service provider, problem category and more
- Automatically prioritizes tickets for an ATM
- Provides an audit trail including every status change, service level breach and user notes
- Alerts if a service provider is too slow to arrive or if an ATM is open too long
- Includes outage adjuster to retroactively fix outage data
- Automates repetitive resolution steps including restarting communication links, or assigning and dispatching tickets to service teams



About PROGNOSIS

PROGNOSIS provides the world's best performance monitoring software solutions for business-critical computing environments including ATM and POS networks, IP telephony environments, IT infrastructure and web applications. PROGNOSIS is based on a fault-tolerant, highly-distributed architecture, proven over 18 years to deliver real-time monitoring and alerting, deep drill-down diagnostics, and trend-based historical reporting.

Key features include:

- True real-time monitoring and root-cause analysis
- extensive metrics
- intuitive visualization and drill down navigation
- built-in notification via email, pager
- historical data capture with replay on demand
- reporting, trending, capacity planning
- in-depth availability monitoring
- seamless cross-platform operation
- distributed, fault-tolerant architecture

Americas
 t: +1 (303) 390 8700
 f: +1 (303) 390 8777
 e: info.usa@prognosis.com

Europe/UK
 t: +44 (0) 1344 894 200
 f: +44 (0) 1344 890 851
 e: info.europe@prognosis.com

Germany
 t: +49 (69) 710 455 255
 f: +49 (69) 710 455 450
 e: info.germany@prognosis.com

Asia Pacific/M.East/Africa
 t: +61 (2) 9966 1066
 f: +61 (2) 9966 1042
 e: info.ap@prognosis.com

Singapore
 t: +65 6549 7738
 f: +65 6549 7011
 e: info.ap@prognosis.com