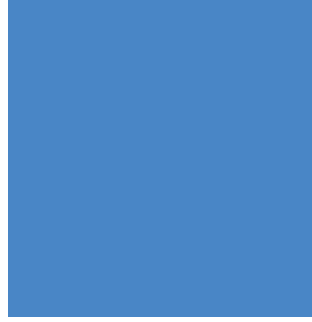# Electronic Journal (EJ) Manager™
Hassle-Free Electronic Journal Management for All Your ATMs

A Single Application to Capture, Organize, View, Research and Store Electronic Journal Data for all Your ATMs

EJ MANAGER™ APPLICATION
Centralize and Simplify Claims Management for All your ATMs

Never has there been a more frustrating or archaic operational challenge in the world of ATMs than the management of electronic journals. A problem where needs have been so ignored that many financial institutions have spent time, money and resources to build their own in-house applications, or operate multiple vendor applications. TEKchand eliminates the confusion and inefficiency in the electronic journal management process.

EJ Manager™ is a plug-n-play solution with the ATM application specific business rules pre-configured. This enables a unified approach for guaranteed and persistent capture, parsing, viewing, research and presentment of electronic journal data regardless of ATM manufacturer. Consumer claims research and adjustment processing now becomes uniform, centralized, and responsive, eliminating the headache of vendor specific training issues for your staff.

NEVER MISS A NETWORK DEADLINE

EJ Manager enables a quick and accurate response to consumer claims, saving substantial dollars previously lost because of missing network deadlines, especially EBT deadlines. EJ Manager centralizes EJ capture for a multi-vendor ATM portfolio to a single database for viewing, storage and retrieval of journals, and with its user friendly, web-based interface, significantly increases response time and associated adjustment processing.

Key Features

- **Normalizes Electronic Journal data** originating from different vendor applications into a single user readable format.

- **A comprehensive management tool** that helps you keep track of device alerts, errors, and fault notification through an intelligent dashboard and advanced reporting capabilities to improve operational efficiency.

- **Designed for "Non-Stop" operation in low-bandwidth environments** with guaranteed and persistent capture of EJ data while featuring proactive monitoring and self-healing

- **Export captured EJ data into variety of formats** such as XLS and PDF and flow seamlessly into internal reconciliation and settlement processes.

Additional Features

- **Devices currently supported in production: NCR AANDC, EDGE™; Diebold TCS Plus, Agilis™ 2.x, 3.x; Hyosung Moneypass2™, Wincor ProCash™**

- **Search through the EJ database by various data fields (ex: Transaction Number)** or do Free Form searches.

- **EJ Data Capture frequency** can be configured for real-time or scheduled intervals depending on your network requirements

- **An intuitive web interface that allows anytime, anywhere program access.**

- **Designed for Managed Services –** Our Multi-institution structure allows service aggregators to offer EJ Manager as a hosted solution to financial institutions.

- **Built with all your operational and PCI security** requirements in mind

For more information about **EJ Manager** or the **ATM*Live* Manager** Platform, contact TEKchand LLC, at sales@tekchand.com or call 1-888-512-0462

TEKchand
Unlock the Value in Your ATMs

ELECTRONIC JOURNAL MANAGER™
UNLOCK THE VALUE IN YOUR ATMS

ELECTRONIC JOURNAL MANAGER™
TECHNOLOGY OVERVIEW

Electronic Journal (EJ) Manager™ is part of the ATMLive Manager Software, a Service-Oriented Integrated Solutions Delivery Platform. The software platform delivers a suite of products that can be deployed individually, or as part of a combined product suite. This has resulted in a deployment philosophy of "only what you need, when you need it".

The ATM*Live* Manager Platform is a powerful server-side engine with multiple web-services based interface options to support ANY ATM configuration and deliver solutions to the endpoints. The power of the modular client-server architecture platform comes from TEKchand's guiding product design principle- to deliver solutions that are quick-to-market, easy to operate and manage, cost effective to implement, and achieved with PCI compliance in mind. All products in TEKchand's suite are engineered to work across all multi-vendor ATM applications and DO NOT require any ATM hardware or software changes to implement.

Architecturally, a "thin" client ATM agent approach is utilized to be least intrusive to the native ATM Application for rapid certification, an intelligent "Device Handler" business layer incorporates the ATM Application vendor interface requirements, and finally, a Web-based multi-admin user Interface to conveniently manage all product roles and functions.

The EJ Manager product leverages the Content Distribution System and TekEx ATM Agent for EJ capture, and secure, persistent, and guaranteed upload of the EJ data to the ATMLive Manager servers. The "raw" EJ data is then interpreted and parsed [to the database] per the individual hardware manufacturers specific rules by the intelligent Device Handlers on the server. The data is now available for secure access via the Web UI.

PwrCRM++
Extend CRM beyond the ATM to Web-Banking and Digital Signage

ATM2*Mobile*
Move interactions to the Mobile Channel

Cardholder Preferences
Personalize the User Experience

ATMContent Manager
Manage your ATM Marketing Screens

PwrCRM
Interact with your Customers

Asset Manager *Lite*
Inventory & Software Distribution

EJ Manager
Simplify Claims Management

Asset Manager *RDC*
Remote Desktop & Control

ATM*Live* Manager Platform
One Platform | Multiple Solutions | Any ATM

In today's environment for any size financial institution, the challenges of managing a complex multi-vendor network of ATMs with different operating systems and application interfaces increases each day. Fortunately, there's EJ Manager, a solution that allows you to accomplish it efficiently and effectively by centralizing the diverse nuances of hardware journal collection without any device configuration or host changes.

NO SUBSTITUTE FOR EXPERIENCE

TEKchand clients benefit from over 14 years of experience and detailed expertise from working with all major ATM applications in varied and often complex networked environments, assuring a smooth and problem-free implementation.

Solution Delievery Requirements		
ATM Host Interface Changes?	TekEx ATM Agent Required	ATM Configuration File Changes?
NO	✔	NO

ATM*Live* Manager

EJ Manager is an integral part the ATMLive Manager Platform Suite of Products for ATM Operations, providing operational tools that increase efficiency while minimizing the resources required to manage any size ATM portfolio.

TEKchand's Operational Products for the ATM channel allow you to remotely manage mission critical device control parameters such a remote reboots, software and patch download, EJ capture and management, and device configuration.

Let TEKchand Unlock the Value in Your ATMs........TODAY!

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