



BEYOND THE BRANCH SERIES

Increased branch automation requires new concepts and strategies for branch services. This means looking at the entire institution, including the diverse aspects of branch transformation examined in our full “Beyond the Branch Series” – available at www.co-opfs.org/branchtransformation.

Moving to True ATM Remote Management

ATMs have remained a major piece of a credit union’s functionality, and play an important role in offering convenience to members. Over the years, the technology and capabilities have evolved, making the ATM a valuable asset to the credit union branch model and the efficient management of the ATM fleet a necessary and important duty.

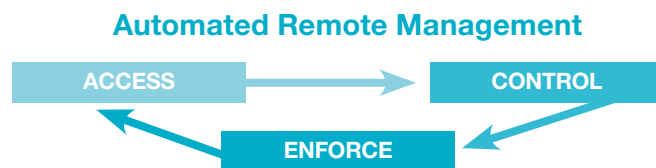
With ATM portfolios cutting across anywhere from three to five different manufacturer types, and those same devices reaching back three, five or even 10 years, the management of even a small ATM portfolio can be complex. In the increasingly self-service world in which we now live, implementing a state-of-the-art remote device management system is quickly becoming a “must have” operational tool for any ATM Operator. The operational savings just can’t be ignored anymore.

What if an ATM fleet could be managed remotely, during off-peak hours and at a fraction of the cost of a technician? With Remote Manager, part of CO-OP ATM Visual Control, this capability is now possible.

Device remote management should not be confused with device monitoring. In essence, **monitoring** can tell you the ATM is in critical condition but **management** allows you to do something about it. The toolset offered by CO-OP

ATM Visual Control can resuscitate your device without the high cost of sending an ATM technician for intervention. The difference from reactive monitoring to proactive management can save money, time and, most importantly, the customer experience.

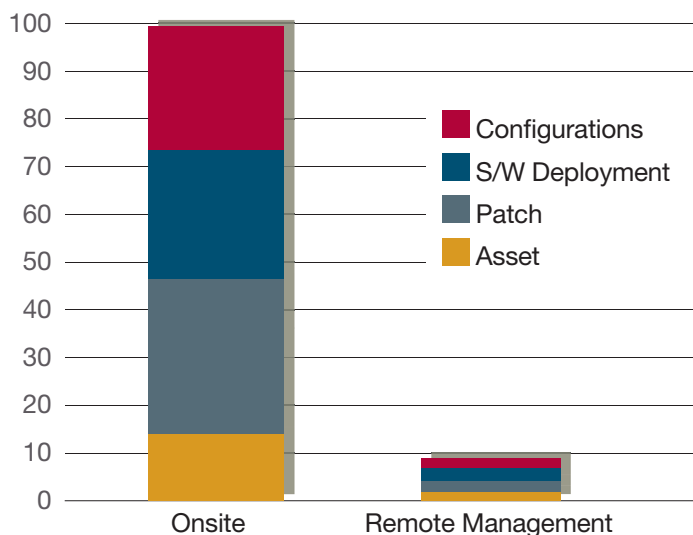
CO-OP ATM Visual Control offers credit unions a comprehensive, plug ‘n’ play ATM management solution. The Remote Manager application is specifically designed for the administration of Windows-based ATMs, and addresses the nuances of the ATM environment and ATM hardware vendor-specific requirements. Remote Manager helps credit unions increase the efficiency of their ATM operations with a complete toolset for asset inventory information capture and management, software distribution and remote device control, along with a simple user interface for ease of operation. CO-OP ATM Visual Control is powered by TEKchand, a software solutions provider whose specialty is providing device-agnostic, marketing and management applications specifically for the ATM channel.



Be There Be More

“An effective ATM remote management system has to clear several significant hurdles to be best in class,” said Terry Pierce, Senior Product Manager, CO-OP Financial Services. “First, there are the challenges of managing a complex multi-vendor network of ATMs with different operating systems and application interfaces. In addition, the system needs to perform without any device configuration or host changes and still deliver a robust value. CO-OP ATM Visual Control meets those challenges”.

Man Hours Spent: Onsite vs Remote



CO-OP ATM Visual Control delivers three critical applications within the product, with each application leveraging the other to offer a complete solution:

Inventory Manager

- Capture all software version and systems data
- Log current hardware configuration and devices
- Patch download history

Distribution Manager and Remote Control

- Does all the “heavy lifting” of distribution
- Pick up logs, event info on a scheduled basis
- Remote control of the device, send reboot and other system commands

Patch Manager (available in Q4 2014)

- Securely deploy large scale O/S and Application level patches
- Centralize Control and Confirmation
- Quickly adhere to compliance mandates for required patch updates

Remote Manager delivers an impressive list of features and functionality for credit unions, including:

- **Build, store and easily access ATM asset information** on hardware configuration, operating systems, Application versions and patch history.
- **Remotely reboot ATMs in real-time** using system reboot or vendor-specific safe reboots.
- Set-up event triggered or regularly scheduled remote capture jobs for check images, error logs and more.
- Constrain distribution time zones to **efficiently manage your network** while using our distribution **payload efficiency management capability** to account for network bandwidth considerations.
- **Customizable transaction screens** allow for control over logo changes, backgrounds, headers, and additional languages.
- **Securely deploy large-scale O/S and Application level patches** using a state of the art distribution engine. (Available in Q4 2014)

“We needed to offer our members a strong remote management tool as many are expanding to the retail channel, which is an entirely different animal than on-premise,” said Pierce. “With so many different ATM manufacturer options, some very cost-effective compared to branch-based ATMs, an ability to reduce that off-premise cost without any loss of functionality or reliability is important.”

The concept of CO-OP ATM visual control offered by TEKchand’s Rajeev Bahri can be visualized in this way:

Implement the Basics

Functional Focus: Hard dollar expense savings; Centralized electric journal management; asset/inventory management

More Advanced

Functional Focus: File management and distribution ability to Push and Pull Data Elements—software patch updates for remote installation; Upload error logs

Full Integration

Functional Focus: Implement enhanced remote control to reboot device commands, including Remote Desktop

The second application that makes up CO-OP ATM Visual Control’s operational product set is Electronic Journal (EJ) Manager. Now, credit unions can perform research and claims management on all their ATMs with the click of a mouse. With EJ Manager, the number of ATMs, the type, model or placement is immaterial; the application gives the user the ability to query a single database with a single dashboard. In addition, a user-friendly interface makes claims investigation and network adjustments more efficient and delivers hard dollar savings to the credit union.

“We constantly run into members that are using multiple electronic journal management applications from either their manufacturer, processor or a home grown tool,”

said Pierce. “With EJ Manager, credit unions have a single application with really dynamic tools and reporting capabilities that works for their whole portfolio.”

“With the limited IT resources in small-to-mid-sized financial institutions, our experience has been that the adoption of a system like CO-OP ATM Visual Control should be done in stages”, said Rajeev Bahri, Managing Director, TEKchand. “Proceed with a plan to assimilate each application, gain knowledge and expertise, then move to the next application in a structured fashion.”

While there are many remote management solutions, none offer the completeness, robust applications, ease of use, ATM-centric expertise and affordability of CO-OP ATM Visual Control.

CO-OP ATM Visual Control is an all-encompassing and constantly evolving remote management and content management solution specifically designed for the ATM channel. In addition, the Remote Manager application coupled with EJ Manager delivers a powerful “one-two” punch for credit unions looking to improve their ATM operational performance, reduce costs, and create a seamless and uninterrupted experience for their members.

“CO-OP ATM Visual Control is a wonderful tool to keep our credit union’s message the same everywhere our members visit. When members visit the ATM, they see the same design and message they see in-branch and on our website. The online visual control site is easy to navigate, and the best part is having remote control of what members see at our ATMs.”

**Kathy DeGroot, Marketing and Technology Specialist
Newaygo County Service Employees Credit Union**

*To learn more,
visit www.co-opfs.org,
email sales@co-opfs.org or
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