

International 2002 ATM Award Winners

The ATM Industry Association honored companies and individuals whose outstanding achievements have impressed its body of members in North America, United Kingdom, Europe, Africa and Australasia.

Dr Ernest Burdette, founding president of Triton, pioneers of the off-premise ATM, was awarded a Lyle Elias Lifetime Achievement Award for his critical contribution to the creation of the convenience ATM market which is sweeping across the world.

Lyle Elias, ATMIA's president, handed over the awards, named after him following his successful two terms as founding president of the association that has reached markets as diverse as the United Kingdom, Nigeria, South Africa and Australia.

In addition to a Lifetime Achievement Award, three annual awards, each with two categories, were awarded, all decided by member vote: Best Practice, Best Technology and Best Contribution to Promoting the Interests and Growth of the Industry.

The winners of this year's awards are:

1. Best Practice ATM Deployment

ISO Category

Capture Systems LLC

For pioneering the concept of off-premise ATMs throughout Latin America and the Caribbean in the face of many barriers to entry, and for implementing a program of training for all distributors to ensure conformance to market requirements, providing processing services, 7x24 customer services, cash management, help desk and maintenance and repair for its off-premise operation.

Financial Institution Category

First National Bank of South Africa

For installing ATMs in previously disadvantaged communities such as townships and even squatter camps after negotiations with local leaders in a bold and innovative program of social and economic upliftment.

2. Best ATM Technology

Through the Wall ATMs Category

FleetBoston Financial

For deployment of advanced ATM open software architecture that will provide extended functionality and a new, personalized ATM experience at its fleet of over 3,500 ATMs.

Stand Alone ATMs Category

NCR's 7-Eleven Vcom

For creating an innovative hybrid ATM and Kiosk machine for deployment at 7-Eleven stores for use by both banked and unbanked sectors, revolutionising the use of ATMs in convenience locations, by including such services as online shopping through cash rather than credit card.

3. Best Contribution to Promoting the Interests and Growth of the ATM Industry

Individual Category

Alan Townsend, Crime Prevention Co-ordinator of the Flying Squad at New Scotland Yard, Metropolitan Police Service, United Kingdom

For founding and chairing the UK's ATM Security Working Group, consisting of all the UK's major ISOs, LINK Interchange, 39 police forces, financial institutions, and a variety of associations such as ATMIA and the British Bankers' Association, producing Best practice security guidelines for Stand Alone ATMs, an ISO crime incident database, country-wide liaison with police forces and ATM deployers, all resulting in an estimated 19% reduction in ATM crimes in the UK in 2002 compared to corresponding periods in 2001.

Organizational Category

NCR

For the role played by NCR's Strategic Solutions Group, based in Dundee, Scotland, in developing leading-edge emerging ATM and self-service technology.

The runners up in the 2002 awards were:

1. Best Practice Deployment

ISO Category

Welsh Systems

For its provision of extended range of services at its convenience ATMs including multiple long-distance phone cards, movie tickets and pre-paid wireless re-charge, moving on to new services like flower and gift ordering.

Financial Institution Category

Palm Desert National Bank

For its enabling sponsorship program and vault cash provision for the majority of US ISOs and its implementation of a national anti-fraud system.

2. Best ATM Technology

Through-the-wall Category

NCR

For its ground-breaking through-the-wall multifunctional ATM that has led the market for over a decade.

Stand-Alone Category

De La Rue Cash Systems

For its research-based innovation of the MiniMech machine with a Quikfill Cash Can an open tray concept for the growing merchant cash replenishment model.

3. Best Contribution to Promoting the Interests and growth of the ATM Industry

Individual category

Ron Congemi, President of Star Systems

For his seminal and pioneering contribution to the development of the world's largest ATM terminal driver, providing electronic transactions at more than 224,000 ATMs and 895,000 POS terminals.

Organisational category

Concord Retail ATM Services

For creating a new capability in the ATM industry to provide widespread ATM service enhancements for both retail and bank ATMs.

“The purpose of these awards,” said ATMIA’s International Director, Mike Lee, at the Awards Banquet, “is to instill a culture of continuous improvement, a set of values predicated on the pursuit of excellence.”