



ATMIA Consulting & Training

Founding Plan¹

“Providing Collective Solutions, Best Practices and Industry Education for the ATM, Self-Service and Payments Sectors”

Conceptual Summary

Independent, affiliated industry consultancy and training practice based on:

- Research
- Best practices
- Governance principles
- Sound methods and systems

Leading to:

an educated, well-governed, highly efficient and successful industry

A program structured and organized with following elements:

- Own portal
- Outsourcing of consultants
- Customized training
- Teams of industry consultants and trainers in each chapter covering all aspects of the industry
- Global marketing
- Managed by Executive Committee, including CEO of ATMIA, and accountable to Executive Board

¹ Acknowledgment is gratefully made to Shelly Chandler for her proposal to start an industry consulting service at ATMIA.

Introduction

As an independent non-profit organization, ATMIA would be an ideal vehicle for recommending and coordinating industry consultancy and training in keeping with industry best practices, professionalism and high ethical standards.

Objectives

The objectives of the ATMIA Consulting and Training program will be:

- To provide independent expert consulting and training services to organizations in the ATM, self-service and EFT payments space
- To further the sharing of best practices, governance principles, information, methodologies and models throughout the industry
- To build up a Resource Center of industry best practices, case studies, business models, research, methodologies as part of a growing knowledge base for these industries, supporting Knowledge Management in the industry
- To facilitate industry research projects
- To facilitate collaboration and networking across different industry sectors to solve collective problems and address common issues
- To abide by the mission and values of ATMIA

Pledge

ATMIA Consulting and Training undertakes to conduct its business and activities in an ethical, open, honest and business-like manner and in such a way as to uphold the good name and reputation of ATMIA and the ATM, self-service and payments industries.

Vision

To be an indispensable educational and business support resource for decision-makers in the ATM, self-service and payments sectors.

Mission

To develop and manage a professional body of outsourced consultants, specialists and trainers across the full range of the industry in every chapter of ATMIA. To build up a Resource Center with a growing knowledge base, set of case studies and research material.

Values

- Integrity in intent
- Precision in work
- Clarity in communication
- Collaboration in approach

Status

The ATMIA Consulting and Training program would report to the Executive Board.

It would be managed by an executive committee (ExCo) made up of ATMIA's CEO and a number of elected representatives from the body of consultants and trainers, as well as one other executive officer of the Executive Board of ATMIA. After being approved by ATMIA, consultants will sign an affiliation agreement. Consultants will be responsible for their own costs.

Protocol and Meetings

Meetings will be held as needed. Meetings may be held via teleconferencing to save on operating costs or at a venue more conducive to networking and sharing. Meetings may include presentations on current issues and case studies. From time to time, decisions will be taken via majority email vote as determined by the Executive Committee.

Minimum Criteria for Consultants

- 8 Years' experience in the payments industry, including direct experience with ATM sector or the equivalent outside the payments industry in areas of relevance, such as PCI or security.
- Minimum two (2) recommendations from respected sources
- Affirmed by majority vote of Executive Committee
- Member of ATMIA
- Appropriate skill set or certificate. i.e., SPHR, CPA, MBA
- Agree to ATMIA Consultancy Code of Conduct
- Agree to ATMIA Consultancy Structure, including: (a) pricing guidelines, (b) payment split with ATMIA (85% Consultant/ 15% ATMIA), (c) abide by lead allocation procedure

Business Referral System

For introducing *new* clients to a consultant participating in the program, the consultant will pay ATMIA a 15% introduction fee.

For referring new business from *existing* clients, the consultant will pay ATMIA a 5% marketing fee.

Intellectual property developed by the consultant during an assignment conducted in the name of ATMIA belongs to the consultant. The latter covers all costs of the consultancy exercise.

Win-Win-Win Business Model

Clients -WIN

- Coordinated Professionals
- Industry Trained
- Oversight by a Non-Profit Association

Consultants -WIN

- Generate Business Leads
- Resource Material Availability
- Industry Networking and Business Development
- Marketing exposure

ATMIA -WIN

- New Revenue Source
- Extended Industry Influence
- Enhanced Branding
- Added Value Proposition

Administration & Finance

The division shall be governed by its Executive Committee, comprising a Chairman, General Secretary (or Co-ordinator), Treasurer and Communications Officer. Terms of office will be for 1,2 or 3 years depending on availability. Elections will be held at least every three years.

Funding will be derived from sponsorships and consultancy agreements, the terms of which will be decided upon by the Executive Board of ATMIA. All funds will be deposited into a separate account for the division and subject to an annual audit.

These responsibilities are expected of the ExCo of ATMIA Consulting & Training:

- Facilitate the election of office-bearers
- Oversee the set of consultants and trainers and their activities
- Achieve objectives of the division
- Manage Resource Center
- Manage its finances
- Manage website content and other electronic forms of communication
- Provide required annual reports
- Any other relevant business

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