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Winter 2010

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Upcoming Events

Come See Us

February 17-19
ATMIA 2010
Miami, FL

February 21-24
CUNA GAC
Washington, D.C.

March 16-18
ICBA Techworld
Orlando, FL

Quick Pick Lotto Software Available on Nautilus Hyosung ATMs

Nautilus Hyosung has partnered with software company Linq 3 to enable the purchase of quick pick lottery tickets on Nautilus Hyosung ATM CE models. The agreement makes Nautilus Hyosung the ATM vendor of choice for Linq 3's software. The quick pick software will be made available for use on all Nautilus Hyosung CE models which will include the NH-1800 CE and NH-5000 CE. Linq 3 has collaborated with state lottery commissions and their operators to develop the secure protocol for lottery transactions on Nautilus Hyosung ATMs.

The lotto software will be made available on any new CE models ordered by customers, as well as allow for CE models already installed to be field upgraded with the software.

Nautilus Hyosung has been working on developing the software application for the CE models for several months and will be demonstrating the quick pick functionality at the 2010 ATMIA in Miami, FL.



Product Spotlight

Standard 1 Enhancements

New enhancements to Nautilus Hyosung's proprietary language will fortify its capability and product offering. Planned improvements include the addition of EMV level 2 capability (Chip Card Transaction), Real-time terminal status monitoring and electronic journal upload. Another significant upgrade to Standard 1 will include RKT (Remote Key Transfer) which will allow our customers to download Master Keys remotely without site visits.



Team Member Spotlight



Florentino ("Tino") Onofre, Repair Lab Specialist

This issue's Team Member spotlight is on Tino Onofre. Tino is a Repair Lab Specialist at Nautilus Hyosung America, providing ATM parts repair, testing, and RMS programming. Tino has been with Nautilus Hyosung America for two and a half years. Prior to joining NHA, Tino worked in the ATM repair department at Tidel/NCR for 14 years. Tino grew up in West Texas and attended college in South Texas. He has lived in the Dallas area for over 20 years.

Tino spends his time at home with his two children Jonathan and Meagan and enjoys watching soccer and watching his children play sports. He has also begun the fun task of teaching Meagan to drive. We wish Tino good luck!



Contact Us

nautilus.hyosung.com
1-877-HYOSUNG

1025 South Belt Line Road,
Building One, Suite 400,
Coppell, Texas 75019

Phone 1-877-HYOSUNG
FAX 1-972-956-9096

Industry News

ATMIA Launches New Five Year Plan: Mission Possible 2014: Empowering Innovation and Overcoming Barriers to Growth



"Give me a place to stand on, and I will move the Earth."

*Archimedes (287 – 212 BC)
on the power of the lever*

This famous saying by one of the most brilliant scientists of all time, Archimedes, is as valid in today's business world as it was in Ancient Greece. A lever is defined as a rigid bar, resting on a fulcrum, which transfers force, or energy, to move a load. As a qualified futurist, I find that the future is one of our most underutilised resources. And one way to use the power of the future is to plan in a visionary and yet systematic way. In 2010, the ATM Industry Association has launched its new 5 year plan, believing it is time once again for longer-range strategic thinking and planning for organizations as we all emerge from the global recession of 2008-2009. The theme for the 5 year plan is Mission Possible 2014: Empowering Innovation and Overcoming Barriers to Growth.

Our staff, stakeholders and leaders had input in formulating a Statement of our Desired Future by 2014 which reads:

"By the end of 2014, every chapter of ATMIA will have an executive director, a successful annual event, a training and certification programme, an ATM business empowerment programme, a Government Relations and other industry committees ensuring industry relevance, a functioning regional board, a vibrant virtual online community and will have evolved into a semi-autonomous, self-sustaining profit centre living out the ATMIA global mission."

From this future vision, a checklist of elements can be drawn up which define how this vision will be attained in practice, for example, what will make up an optimal, fully functioning, effective ATMIA chapter? The vision, in other words, sets out the criteria for successful development. This checklist of optimisation can then be held up against a sober appraisal of our current reality. This will lead to a gap analysis which will reveal what steps have to be taken to reach optimal development given the state of our current reality.

ATMIA's 5 year plan takes the steps needed to turn our future vision of an optimal state into a functioning reality. It also puts these steps into a manageable timeline. In 2014 we will judge our performance over the next 5 years by how close we can come to reaching our optimal state. May this new decade be one of continuous development for you and your business and all its systems. Just don't drift into the future. Rather, use the future as a lever. Archimedes would have approved.

Featured Success

Larry Dunwald/Mobile Money

When you align business development strategies with careful planning and disciplined execution, you have a recipe for success. MOBILEMONEY, an Independent Service Organization, based in San Clemente, California, offers a winning model for strategic growth. Their recent formula for managing costs and navigating risks involved the deployment of more than 1,500 Nautilus Hyosung 5000 series ATMs to Casey's General Stores.

With headquarters in Ankeny, Iowa, Casey's General Stores operates in nine states throughout the Midwest and offers "a convenient store and a whole lot more." Inside each Casey's General Store, customers know they will find a dedicated, helpful and friendly cashier, exceptionally prepared food items, a clean environment, and an operational Nautilus Hyosung ATM.

The relationship between MOBILEMONEY and Casey's General Store began shortly after March 2002, when a federal judge struck down Iowa's long-standing surcharge ban of ATM fees. In 2006, MOBILEMONEY was one of more than 300 banks, credit unions and independent sales organizations that provided ATM services in Casey's General Stores. In 2007, Larry Dunwald, President and CEO of MOBILEMONEY, established a new agreement with Casey's General Stores to provide an ATM at every store, regardless of the transaction volume. In addition, MOBILEMONEY agreed to manage a branding program that allowed the existing financial institution to wrap the new Nautilus Hyosung 5000 ATM with their brand name while maintaining surcharge-free access for their banking customers.

The results of this business strategy demonstrate the successful integration of a full-service ATM program that utilizes reliable ATM hardware, co-branding, in-house cash replenishment, and regionally employed support and service. "Our first strategic goal was to provide a reliable full-service ATM at



every Casey's location. Our second goal was to maintain as many banking relationships as possible. And our third and most important goal was to build a significant revenue stream for Casey's General Stores. Through the hard work and dedication of our employees, we're realizing our goals," states Dunwald.

MOBILEMONEY owns and operates more than 5,000 full-service ATM applications throughout the United States. As part of their business strategy with Casey's General Stores, new regional offices were established in Waterloo, Iowa; Sioux City, Iowa; Lincoln, Nebraska; Minneapolis, Minnesota; Champaign, Illinois; Kansas City, Missouri; and St. Louis, Missouri. Each regional office manages a large fleet of ATMs from start to finish, providing installation, branding, bin-blocking, cash replenishment, maintenance, service, and customer support.

"Our fundamental business strategy is to add value to our clients by providing superior ATM services," Dunwald states. "With Nautilus Hyosung we have the tools that have allowed us to become a leading provider within the ATM industry."

Send Us Your Story!

Send us your suggestion for a Featured Success, and we'll consider it for a future issue. Include your name, company and contact information. All submissions will be entered to win a quarterly prize; winners will be announced each issue. Email your story to: marketing@us.hyosung.com.

Noteworthy...



Nautilus Hyosung to Offer Remote Key Transfer (RKT)

Nautilus Hyosung will soon offer RKT on its ATMs as part of the enhancements being made to Standard 1 message capability. This capability will allow keys to be loaded remotely without having to be with the ATM and will represent a significant cost savings to our customers. The RKT solution will allow deployers to eliminate the need for a site visit to load keys and will result in increased uptime and security.

Congratulations to Trey Prats with CSU our quarterly prize winner.

We'd like to thank Trey Prats of ATS, for contributing last issue's featured success story. Send us your success story to be considered for future prizes. Submit ideas to marketing@us.hyosung.com.

Top Five Reasons You Should Buy Authorized Nautilus Hyosung ATM Parts from Nautilus Hyosung Direct

Purchasing ATM parts directly from Nautilus Hyosung America, Inc. is a smart decision. It ensures you are getting brand new parts with factory warranty. Parts bought from other suppliers are not covered under warranty by Nautilus Hyosung. Here are five more reasons you should buy your Nautilus Hyosung ATM parts direct from us:

1. All parts will be the current revision level
2. CE Boards will contain the most current application software
3. CDU's, Printers, Card Readers and EPP's will contain the current firmware level
4. Nautilus Hyosung America, Inc. is offering NH-1500 parts at pricing equal to or lower than other parts suppliers (such as ATM Gurus).
5. Other suppliers only have a limited number of our parts but Nautilus Hyosung America, Inc. carries the full line of parts including individual components.

If you have any questions please contact the Technical Support Department at **1-877-Hyosung** (1-877-496-7864).



1025 South Belt Line Road | Building One, Suite 400 | Coppell, TX 75019

