fiserv.

Business Intelligence, Technology and Tools Provide a Powerful Advantage in the Self-Service Channel.

Self-service devices were once considered to be a great way for a select segment of customers to do transactions. The proliferation of ATMs, kiosks, currency dispensing units and POS devices across many consumer facing industries, makes offering a robust self-service channel a necessity for many organizations. Beyond offering consumers the convenience they crave, self-service technology offers organizations the opportunity to shift transactions to a lower-cost channel. Offering the best-possible customer experience and minimizing costs associated with the self-service channel requires having the business intelligence, technology and tools in place to keep devices operational and stocked.

One way to keep self-service devices in business is to accurately predict what is going to happen with a device before it happens. Predicting events, like the need for maintenance or replenishment, makes operations proactive and helps minimize downtime that could very well send customers and revenue to a competitor's machine. In the case of a fault or unexpected event, technology can also accelerate awareness of problems and work within business rules to determine how to best resolve the issue.

Maximizing the profitability of a network of self-service devices requires up-to-the-minute data and business intelligence. Device Manager™ from Fiserv provides the device and transaction-level data that simplifies operations and maximizes device profitability.

How Can Device Availability be Balanced Against the Cost of Doing Business?

Some devices, at some times of the day or week, offer more revenue potential than others. For that reason it is important to be able to assess the value of each device at any given time. Analyzing fault data in tandem with transaction data helps prioritize service for units based on expected return. This enables organizations to focus attention on devices that are out of service during peak hours rather than directing service to devices that are out of order outside of peak times. Having an understanding of the potential loss of revenue due to downtime by time-of-day and day-of-week informs decisions about structuring service level agreements (SLAs) and contract hours and helps control the cost of doing business.

Organizations with multiple devices at sites benefit from understanding the status of the devices in relation to one another. Understanding capacity and inventory at sites facilitates dispatching service requests based on the state of a group of devices rather than the individual device. This provides the potential to lower costs by eliminating unnecessary service calls during times that transaction volumes are low and there are other operational devices on site to fulfill demand. In such situations, service costs are minimized by holding service requests until site device outage thresholds are surpassed.

What Are Some Best Practices for Managing Service Provider SLAs?

The ability to automatically send dispatches to different vendors based on the fault received, the time-of-day, day-of-week and preferred method of contact (including email, IVRU, SMS and EDI) means that service requests get to contractors faster and with the all the details required to make specific repair decisions.

Extending the opportunity for bi-directional messaging to service providers enables them to acknowledge a dispatch, communicate ETA, and provide on-site and repair detail that facilitates SLA adherence. Setting business rules within the technology can facilitate issue escalation when SLAs are not met. Tools that manage contractor relationships and work are essential to ensure that productivity and accountability are maximized while costs are controlled.

What Are the "Must-Have" Device Management Functions?

To best manage a network of self-service devices requires technology that is configurable at the individual device level, enables devices to be grouped and is able to forecast activity by device, by time-of-day and day-of-week. Additional functionality that can enhance cost-control and up time includes:

- Proactive and Predictive Maintenance – being able to create service requests based on the number of transactions that have occurred since the last failure and predict when minor faults may become bigger issues by looking at recent history for a device.

- Fault Thresholding – the ability to dispatch service to address a fault based on a certain number of occurrences over a predefined timeframe as well as change the level of service based on the number of occurrences in recent history

- Commands – the ability to remotely send start, stop, reset and other commands to a device in an attempt to bring the device back online and avoid the need for a service request.

- Site Management – the ability to dispatch service based on the availability and outages within a group of machines

- Transaction Management – the ability to tell when a device has not completed a transaction within a specified amount of time and proactively manage cash outs and cash replenishment requests based on transaction volumes and CIT lead times in addition to the cash low/out faults generated by the hardware.

- Fault Management – the ability to manage faults at the host level or device native level, for example, by processing NDC messages as well as passing on the mtext to the service providers to help them to better understand what the issue is at the device prior to going to a site.

Having up-to-the-minute access to device data provides the business intelligence that fuels strategic focus and facilitates cost control. The ability to report on all aspects of a service request requires that logs be kept for all incidents and tickets to help increase efficiencies and accurately report the status and availability of the devices as well as the activities of service providers. With this level of detail, identifying issues more quickly minimizes the chance that an issue does not create excessive downtime and increase associated costs.

What Should a Self-service Device Owner Look for in Device Management Technology?

Self-service device management technology should automate the end-to-end process from problem detection to resolution for an organization's entire self-service device network. The proper tools, like the ones resident in Device Manager™ from Fiserv, can effectively manage the availability of self-service channel devices from automated fault detection and service provider dispatch to tracking and escalation. The result is maximized device profitability.

Device Manager ▼   Com ▼

Home   Dashboard 2X2 page

Availability Report

Device state
■ AVAILABLE
■ UNAVAILABLE
■ WOUNDED

Number Of Devices

Map data ©2011 GWS, MapIT, Tele Atlas - Terms of Use   May 19, 2011   1   1:22:00 PM

Number of Tickets by Category

■ # of Tickets Open

HARD

SUPP

Problem category

0   1   1
# of Tickets Open

Connectivity Report

Device state
■ AVAILABLE
■ UNAVAILABLE
■ WOUNDED

Number of Incidents(c03inc)

c01inc c02inc c04inc c05inc c06inc c07inc c08inc c09inc c10inc

Done   Unknown Zone (Mixed) | Protected Mode: On   100%

Dashboards and reports that show key performance metrics throughout the day enable organizations to get the information they need at a glance to make quick decisions.

fiserv.

Fiserv, Inc.   800-872-7882
255 Fiserv Drive   262-879-5322
Brookfield, WI 53045   getsolutions@fiserv.com
                       www.fiserv.com