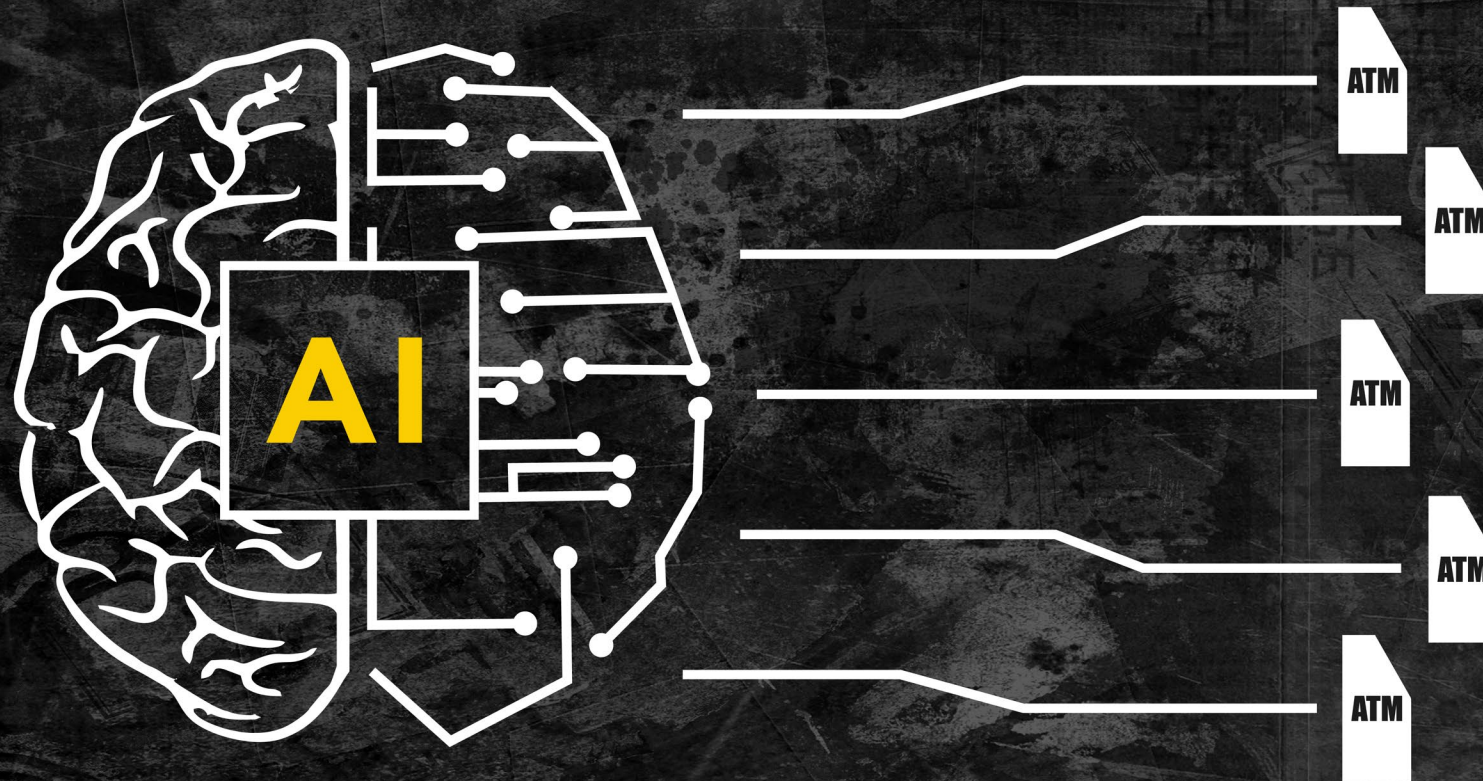


Is Your Router a Rockstar?

Level up with AI Powered Wireless and Remote Management



Presented by: Marc Albert, CEO and Chief Product Architect at DPL



Who is DPL?

- End-to-end managed wireless service provider
- Engineer wireless and security products
- Purpose built for financial services
- Help operators grow faster
- Hercules portfolio management platform

HERCULES

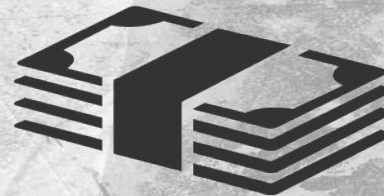




65,000+
CELLULAR ROUTERS
(ATMs, BTMs, POS, smart safes)



\$12B



AI is Changing the World

Generative and Creative

- Music, art, content

Conversational

- Natural Language Processing (ChatGPT)
- Voice assistants, chat bots



ChatGPT

Cyber Security

- Threat detection, pattern recognition



Bard

Automation

- Replicating repetitive tasks, triggering actions



HERCULES AI

Hercules AI fixed your ATM.
You're welcome.

Your New Virtual Technician



AI Helps ATM Operators

- Reduce Expensive Tech Dispatches (“truck rolls”)
- Achieve Faster Time to Resolution
- Improve Security



How AI Helps ATM Operators

- Auto Healing for:
 - ATM Errors (dispenser, PIN pad)
 - ATM Out of Service Events
 - Operating System (OS) Failures
- Security Alarming and Smart Notifications



ATM Business Startups
Zack Benton · June 29 · 🌐

This is why I like the DPL, just saved me a 2 and a half hour round trip.

🟢	2023/06/29, 09:17:03 AM	HEALTH	ATM in Service	RMS is reporting the ATM is in service and working properly
🟢	2023/06/29, 09:15:43 AM	HEALTH	Ethernet Link Up	Issue resolved: Ethernet Link Down
🟢	2023/06/29, 09:15:42 AM	JOB	Hercules AI Reboot - Verifying RMS Reboot	Hercules AI
🔴	2023/06/29, 09:18:41 AM	HEALTH	Ethernet Link Down	Link down on Hercules Ethernet port
🔴	2023/06/29, 09:18:24 AM	RMS STATUS	Out of Service	Error Code: 4004700, (Cash Dispenser) 1 cassette in offset error (Separated rejection)
🟢	2023/06/29, 09:18:15 AM	JOB	Hercules AI Reboot - Waiting for RMS Reboot	Hercules AI
🔴	2023/06/29, 09:05:18 AM	RMS STATUS	Out of Service	Error Code: 4004700, (Cash Dispenser) 1 cassette in offset error (Separated rejection)
🟢	2023/06/29, 09:05:16 AM	JOB	Hercules AI Reboot - Hercules AI Monitoring Incident	Hercules AI
🟢	2023/06/29, 09:05:14 AM	JOB	Hercules AI Reboot - Pending	Hercules AI
🟢	2023/06/29, 09:05:14 AM	USER	Hercules AI Reboot - Start Schedule Job	User: HerculesAI
🟡	2023/06/29, 09:05:10 AM	TRANSACTION	Download configuration table: ATM Error Detected	Error 141 - Feed Failure
🔴	2023/06/29, 09:05:04 AM	RMS STATUS	Out of Service	Error Code: 4004700, (Cash Dispenser) 1 cassette in offset error (Separated rejection)
🔴	2023/06/29, 09:05:04 AM	ALARM	Out of Service	
🔴	2023/06/29, 09:05:04 AM	ALARM	Out of Cash	
🔴	2023/06/29, 09:05:03 AM	HEALTH	Out of Cash	The ATM is out of Cash.
🔴	2023/06/29, 09:05:03 AM	HEALTH	ATM Out of Service	RMS is reporting the ATM is currently Out of Service
🔴	2023/06/29, 09:05:04 AM	HEALTH	BB Dispenser Error	There is an error with the BB Dispenser.
🔴	2023/06/29, 09:04:05 AM	ALARM	Out of Service	
🟡	2023/06/29, 09:04:04 AM	TRANSACTION	Reverse Previews Withdrawal - ATM Error Detected - Transaction Approved	Save 0002 Error 197 - Pass

👍👍 You, Ryan Pickerill and 13 others 11 comments

👍 Like 💬 Comment 📤 Send

“This is why I love DPL, just saved me a 2 and a half hour round trip.””



Auto Healing Explained



ATMs Fixed
9,884

Money Saved
\$1,482,600

*Since September 2022.



Case Study #1 - Retail ATMs

- 31% Reduction in Truck Rolls
- 50x Faster Time to Resolution
- Increased uptime
- 36% Increase in Profitability

ATMS4SALE



ATMS4SALE

“Hercules AI’s Auto Healing feature is like magic. It detects ATM errors, validates them, and automatically fixes them for me... it’s mind blowing!”.

Daniel Bean, ATMs 4 Sale



Case Study #2 – BTMs (Kiosks)

- DPL Connected BTMs – 1,254
- Hercules AI Auto Healed Incidents* – 2,000

Annual Savings*
\$300,000



*Projected



Case Study #3 - CDU Jackpotting

- Deployers losing millions
- DPL engineered countermeasures using Hercules AI, Hercules Shield, and Restart
- Now able to stop attacks in real-time





DPL Alarm

Alarm: Hercules AI detected a potential jackpot attack and powered off the ATM. You must power on the ATM to bring it back in service.

SN: 410026

Reply 1: Turn Power On

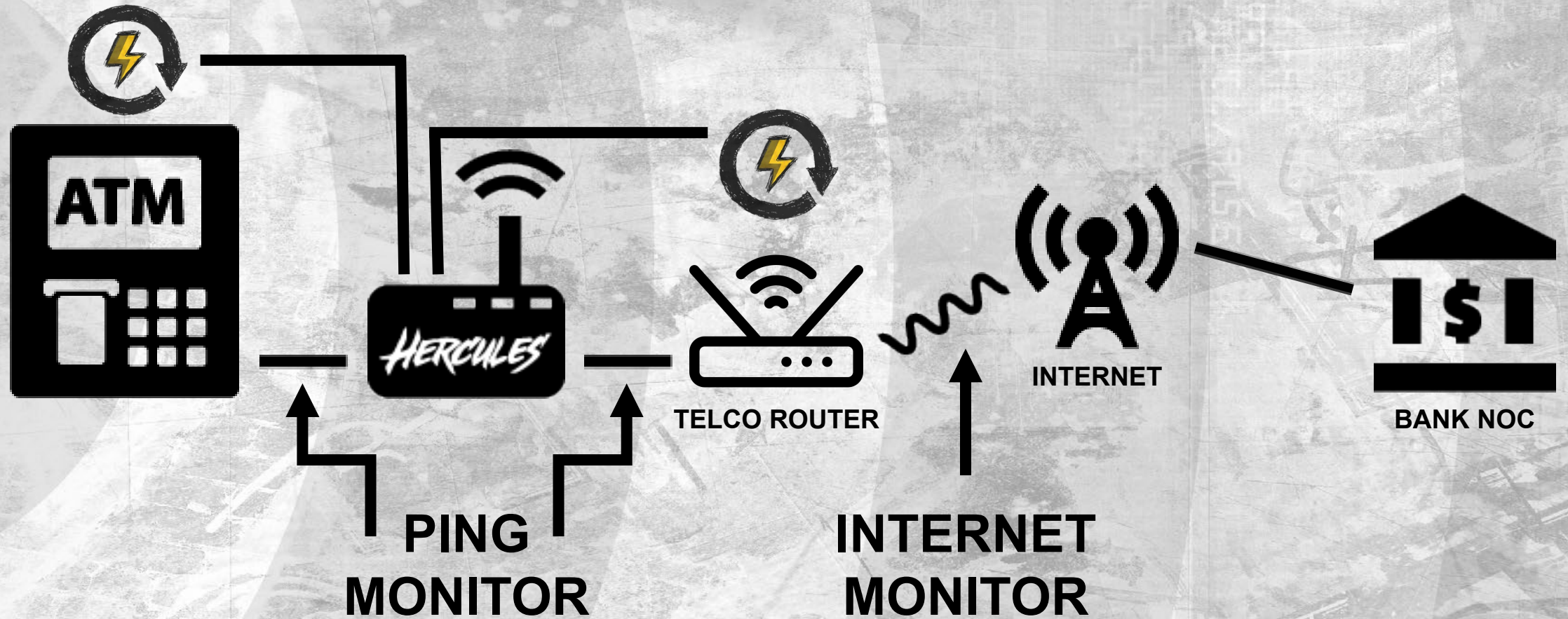
Reply 2: Resolve

Reply 3: Ack



Hercules AI for FI's

Advanced Monitoring for FI ATMs



How AI Can Work for You

Alerts and Automations Based On:

- Data from API Integration with ATM Management Platform
- Application Monitors
- Operating System Monitors
- Security Monitors



Comments? Questions?




Top 10 Auto Healed Incidents


- Bill Dispenser/Cassette Errors – 95%
- PIN Error (Application Error) – 5%

Rank	Incident	Count
#1	Cassette misfeed	25%
#2	Abnormal operation of the gate solenoid during dispense operation	14%
#3	DEV_MCU timeover error code	14%
#4	When sensing CS4B dark	9%
#5	Error of note jam	9%
#6	Dev_cash dispenser timeover error code	7%
#7	Dark light sensor error (CS13) during idle status of cash dispenser	6%
#8	Timeout due to notes length error passed through the CS13 during dispense operation	6%
#9	PIN error (Application Error)	5%
#10	Error if re-driving is over 5 times during separated rejection	5%





 ATM Business Startups
Daniel Gatlin · April 7 · 🌐

Love me some DPL. Saved me an hour each way trip this evening. Cheers 🍷

 internalalarms@dplwireless.com 4:08 PM
To: Daniel Gatlin >



[DPL INCIDENT]





 DPL Incident Resolved

Hercules AI detected a Cash Dispenser Error [4004700](#), verified the ATM was Out of Service, performed a Reboot, and verified the ATM is now In Service.

Incident: Out of Service

  You, John Williston and 14 others 9 comments

 Like  Send


“Love me some DPL. Saved me an hour each way this evening. Cheers.”







ATM Business Startups
Jacob Fail · May 12 · 🌐

I love DPL! I was 45 mins away on a tech job and this rebooted and was back online before I even had a chance to check my phone 🤖

History

Job	User	Status	Time
Hercules AI Reboot	Hercules AI	Reboot resolved the issue 	May 12, 2023, 3:25 pm

 Ryan Pickerill and 22 others 3 comments

 Like  Comment  Send

“I love DPL! I was 45 minutes away on a tech job and this rebooted and was back online before I even had a chance to check my phone.”

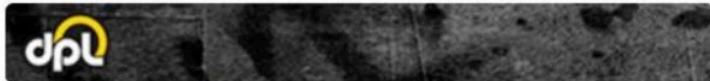




ATM Business Group

Todd McEwan · September 16, 2022 · 🌐

I love the new DPL Hercules AI. It detected the dispenser was out of service, decided to reboot the ATM on its own, and brought the ATM back into service.



● DPL Incident Resolved

Hercules AI detected a Cash Dispenser Error 9741800, verified the ATM was Out of Service, performed a Reboot, and verified the ATM is now In Service.

Incident: Out of Service
Serial: ██████████
Terminal ID: P█████████
Asset: ██████████
Name: New England ATM

[↪ OPEN HERCULES PORTAL](#)

Technical Support 24/7 365 days a year
Toll Free: [1-800-561-8880](tel:1-800-561-8880)
Email: support@dplwireless.com



You, John Gorham, RJ Forbes and 20 others

18 comments



“I love the new DPL Hercules AI! It detected the dispenser was out of service, decided to reboot the ATM on its own and brought the ATM back into service.”

