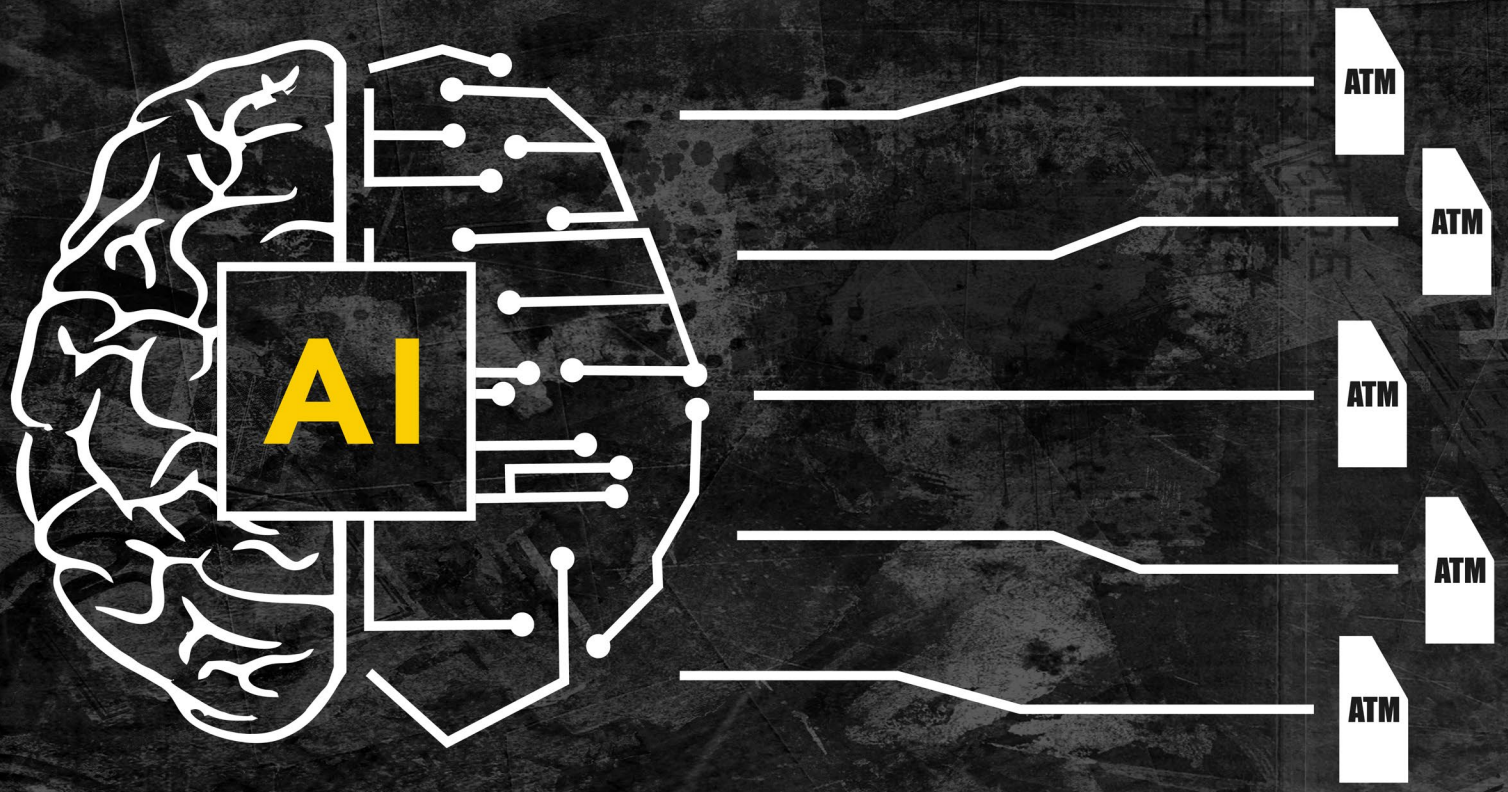
Is Your Router a Rockstar?

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

ESTABLISHED IN
1974
NORTH AMERICAN
OWNED & OPERATED

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

160M
TRANSACTIONS

$12B

PCI DSS COMPLIANT

AI is Changing the World

Generative and Creative

- Music, art, content

Conversational

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

ChatGPT

Bard

Cyber Security

- Threat detection, pattern recognition

Automation

- Replicating repetitive tasks, triggering actions

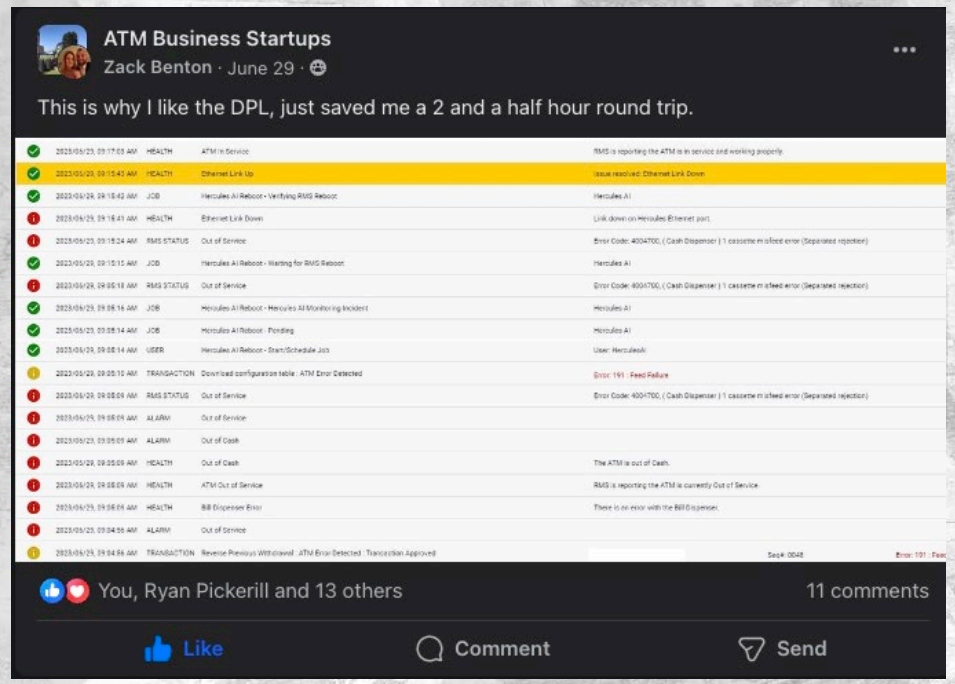
HERCULES AI
Hercules AI fixed your ATM.
You're welcome.
Your New Virtual Technician
dpl

AI Helps ATM Operators

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

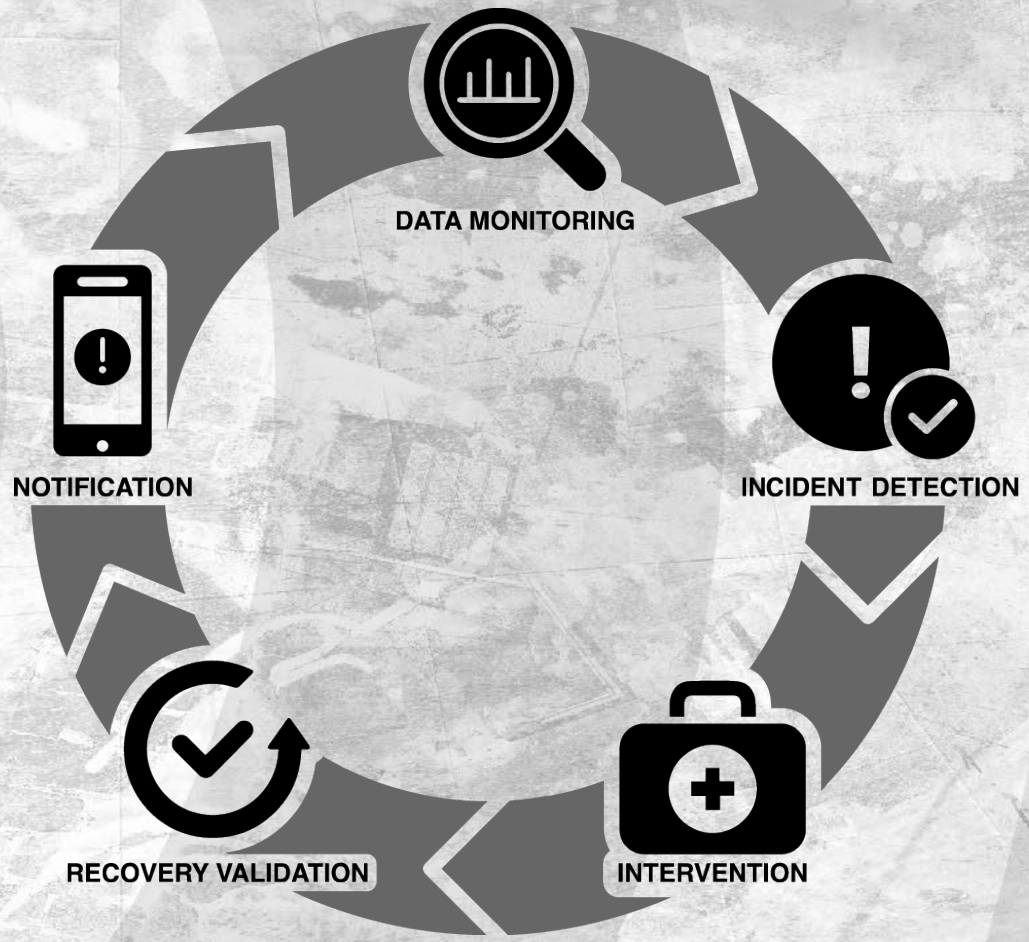
How AI Helps ATM Operators

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



“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

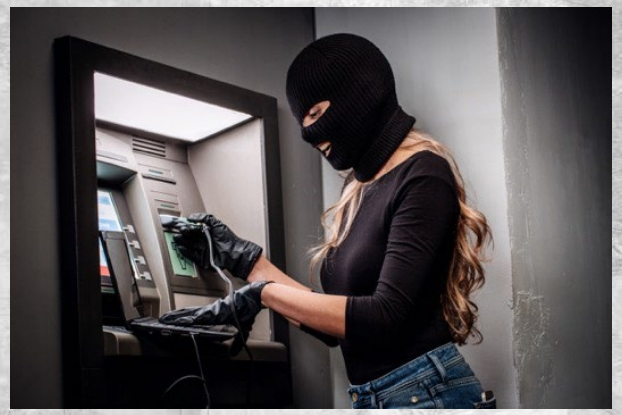
Annual Savings*

$300,000

*Projected

Case Study #3 - CDU Jackpotting

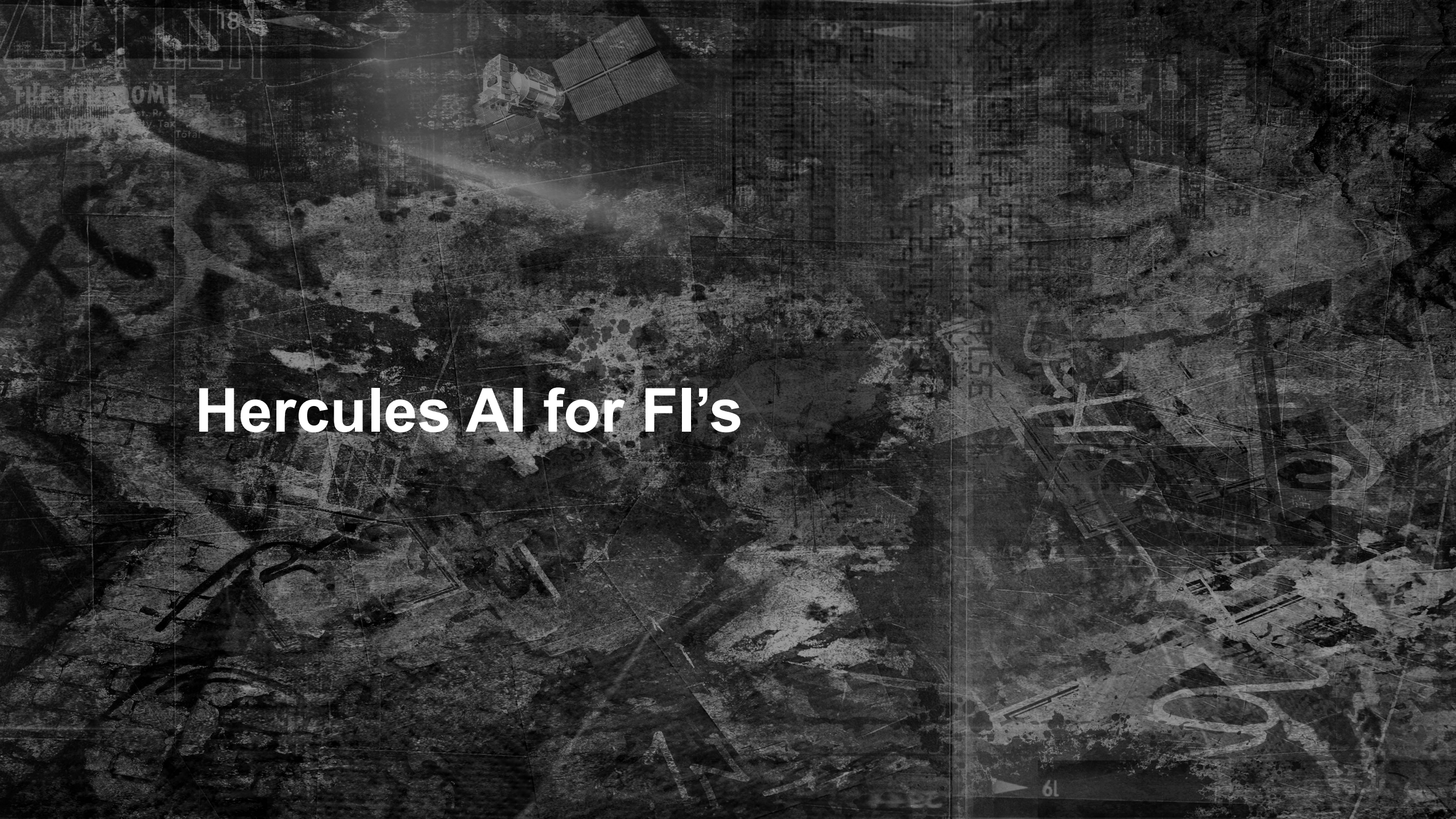
- Deployers losing millions
- DPL engineered countermeasures using Hercules AI, Hercules Shield, and Restart
- Now able to stop attacks in real-time



🚨 **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.

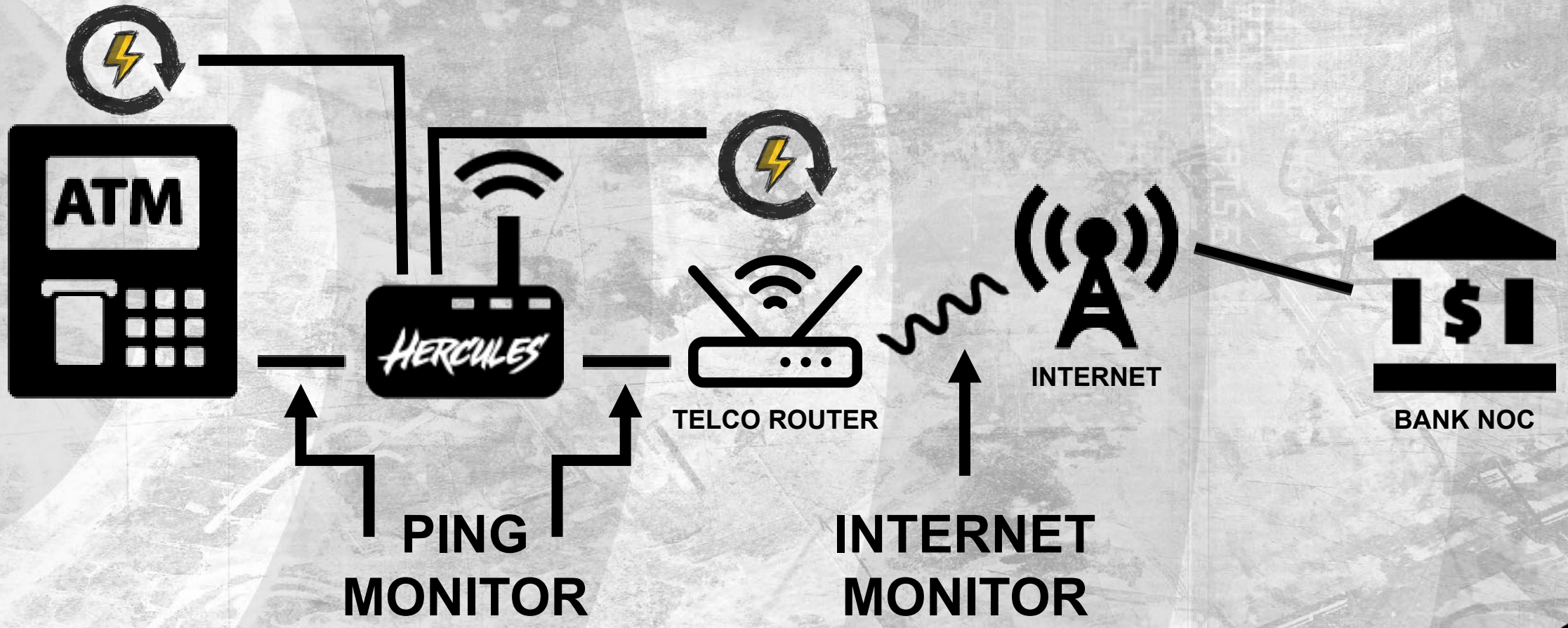
SN: 410026

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:

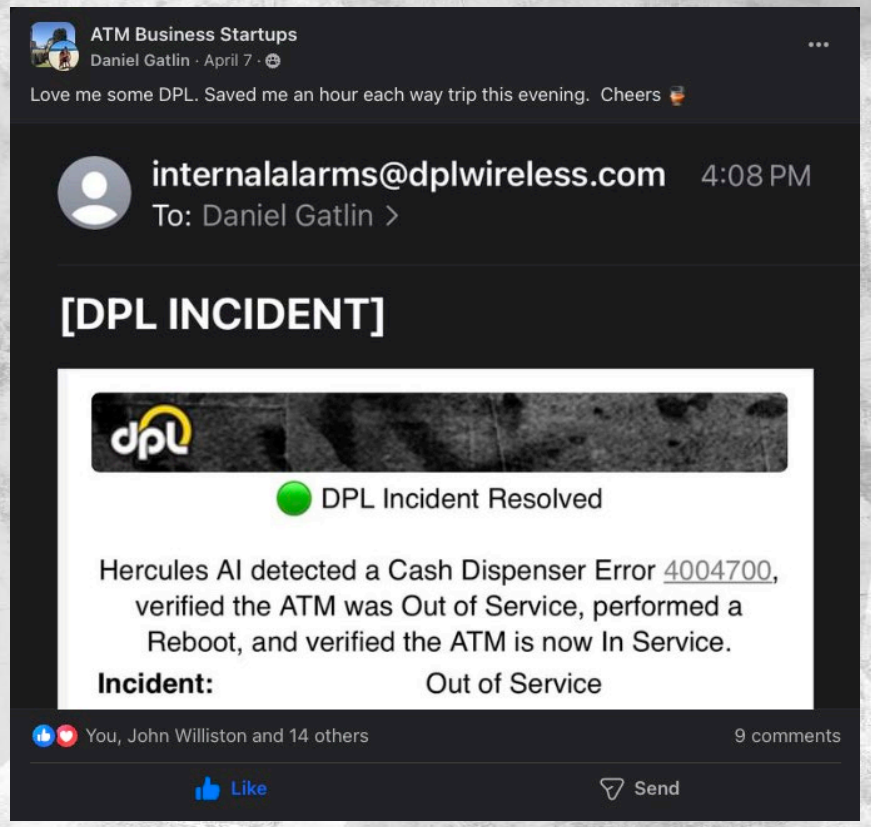
- Data from API Integration with ATM Management Platform
- Application Monitors
- Operating System Monitors
- Security Monitors

Comments? Questions?

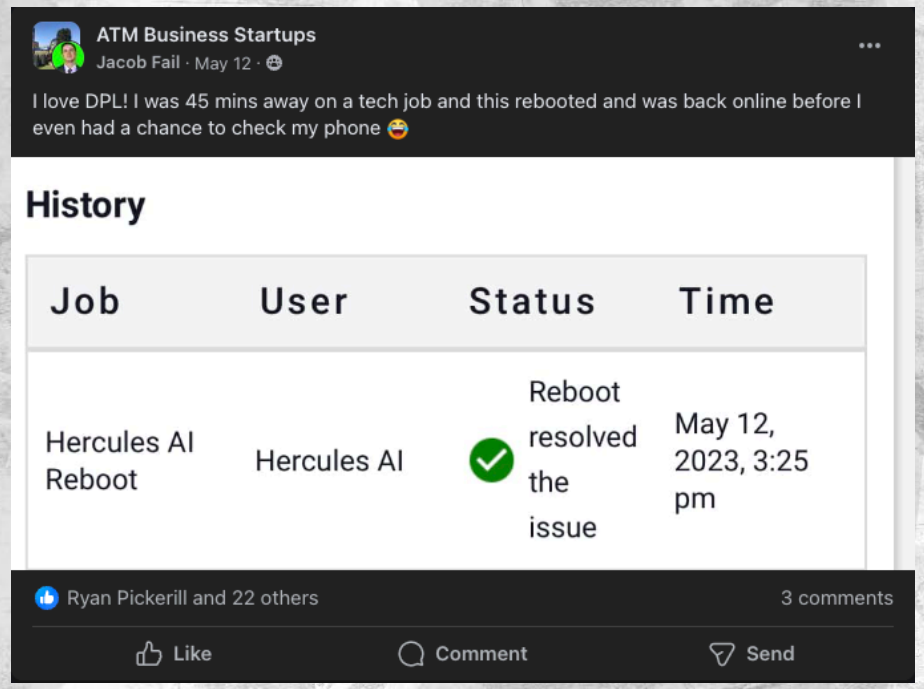
Top 10 Auto Healed Incidents

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

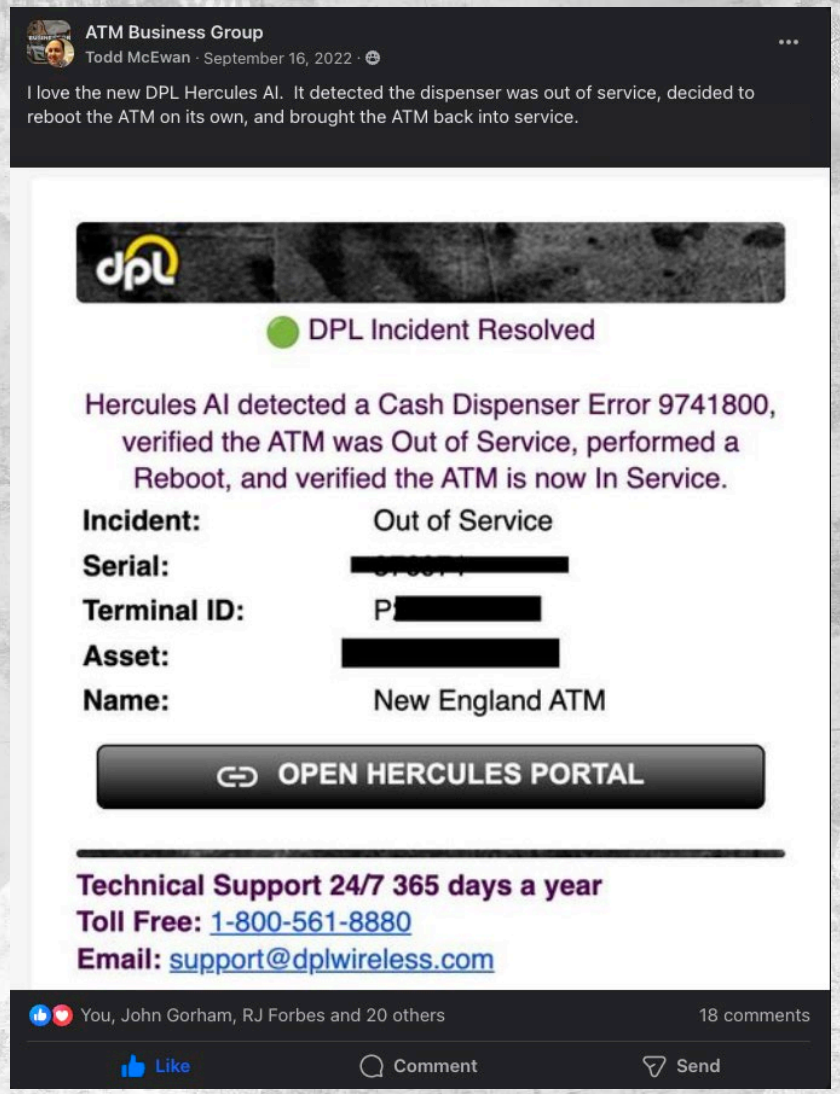
Rank	Incident	Count
#1	Cassette misfeed	25%
#2	Abnormal operation of the gate solenoid during dispense operation	14%
#3	DEV_MCU timeover error code	14%
#4	When sensing CS4B dark	9%
#5	Error of note jam	9%
#6	Dev_cash dispenser timeover error code	7%
#7	Dark light sensor error (CS13) during idle status 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%



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



“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.”



“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.”