esq Data Solutions

Artificial Intelligence & the Future of the ATM

ATMIA US Conference 2024

We see things...

10X

With **decades** of successful global software deployment street credibility, we are the ***Industry Leader*** for data-driven business optimization

20 of the top 50 leading global financial institutions and service providers trust our solutions with many more set to join our ***family***

With almost **1 Million Self-service Devices and Server** environments under our watch in over **25 countries** we know how to *leverage data to* ***automate processes***

...differently.

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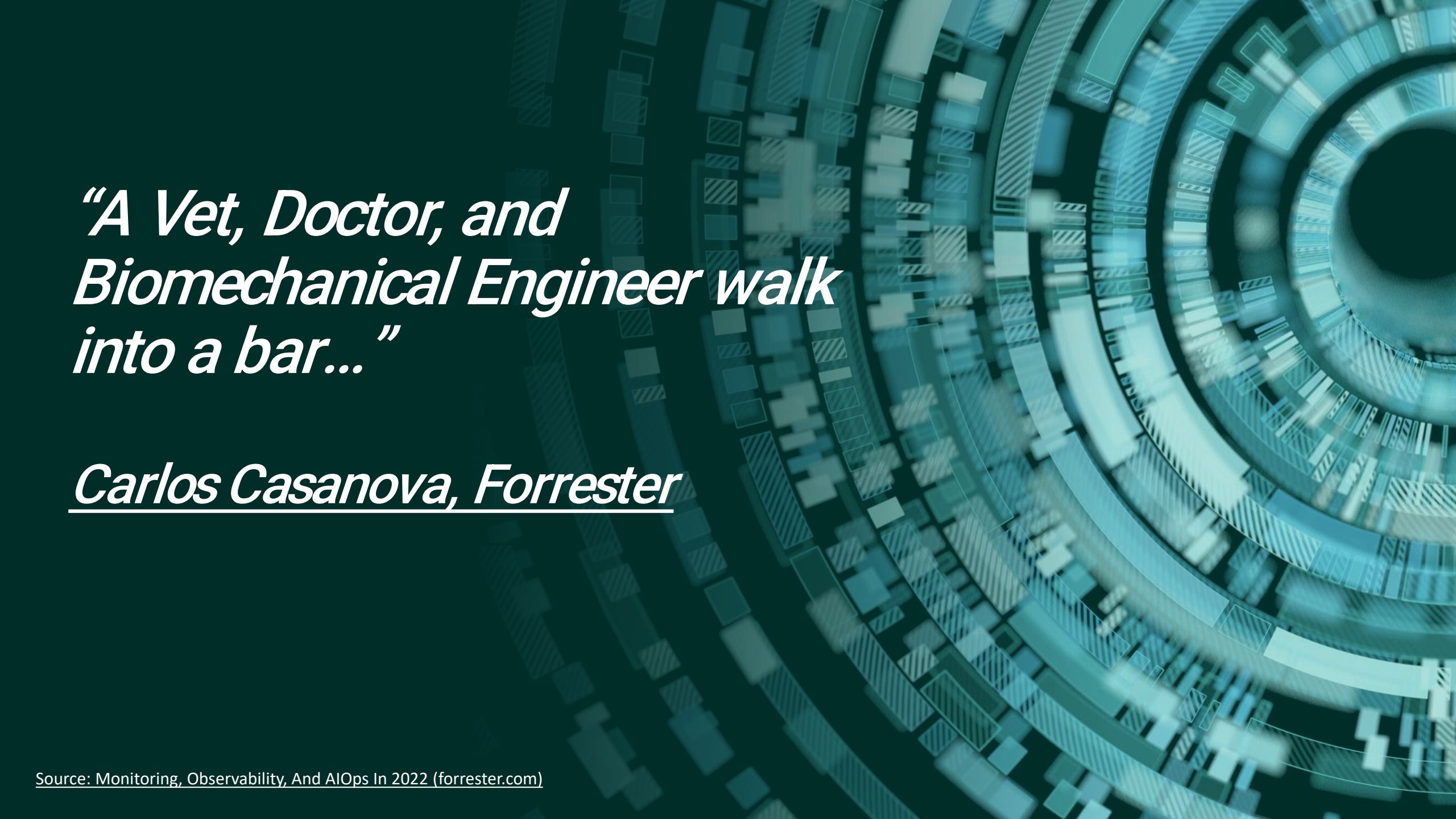
Artificial Intelligence is changing the landscape for remote management and business intelligence



Source: Monitoring, Observability, And AIOps In 2022 (forrester.com)

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AI Influences Our Daily Lives

Predictive Maintenance

Remote Diagnostics & Troubleshooting

Energy Efficiency

Security & Threat Detection

Manufacturing

Retail

Hospitality

Education

Smart Cities

Healthcare

Telecom

Smart Homes

User Experience Enhancement

Data Analytics for Performance Optimization

Remote Device Monitoring & Analytics

Remote Inventory Management

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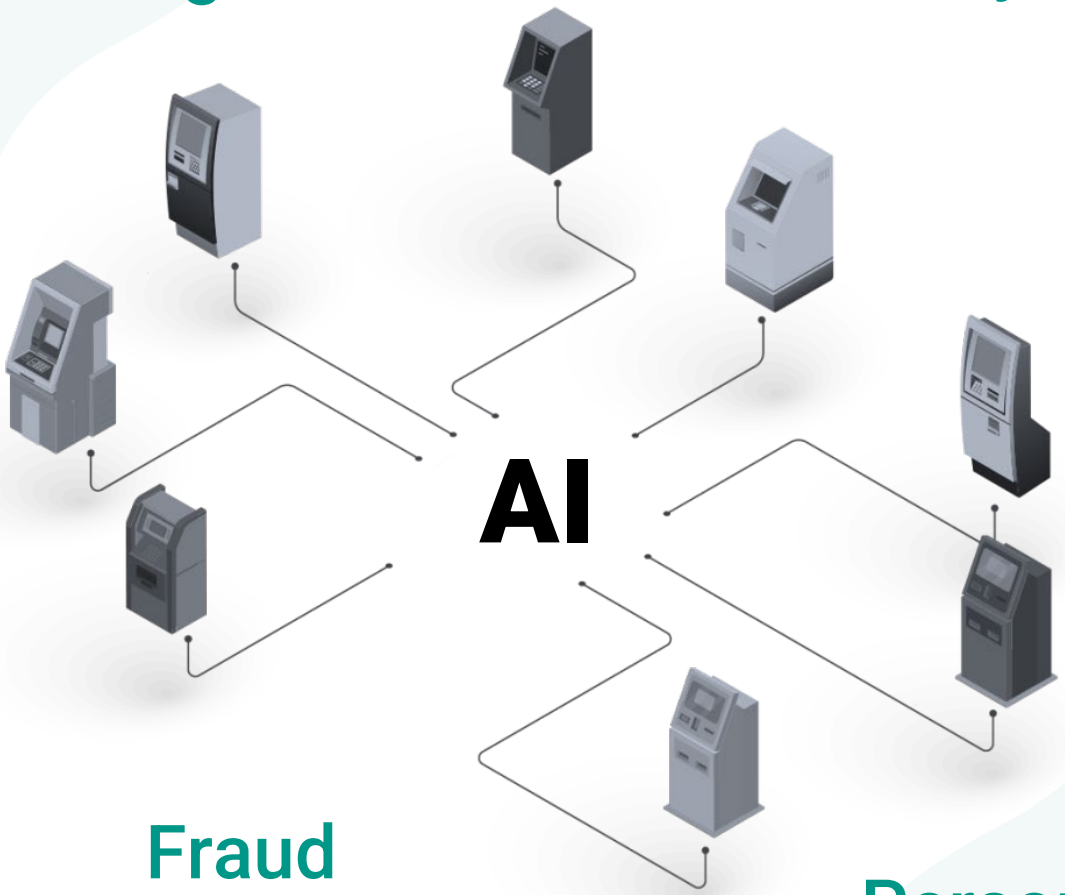
The ATM/Self-service Channel is primed to benefit from Artificial Intelligence

Remote Monitoring

Energy Efficiency

Location Optimization



Predictive Maintenance

Cashflow Optimization

Enhanced Security

Fraud Detection

Personalization

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“But what I have to manage my channel today is sufficient…

…right?”

Key Considerations

- Data is ***EVERYTHING***
- Initial implementation and labor costs
- Operating costs and Scalability
- Predictive maintenance savings
- Security and risk management costs
- Increased productivity and efficiency
- Improved customer satisfaction
- Regulatory compliance
- Qualitative benefits

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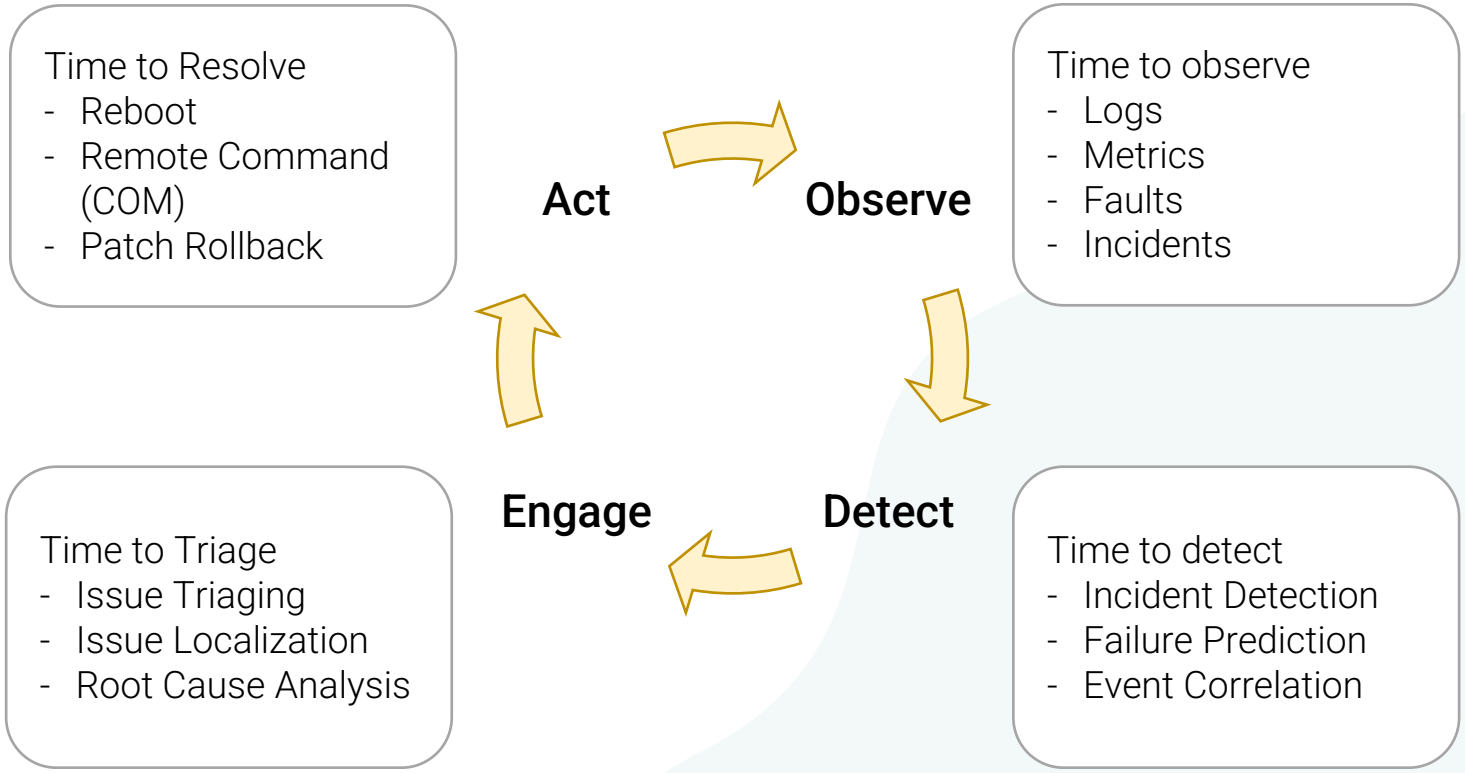
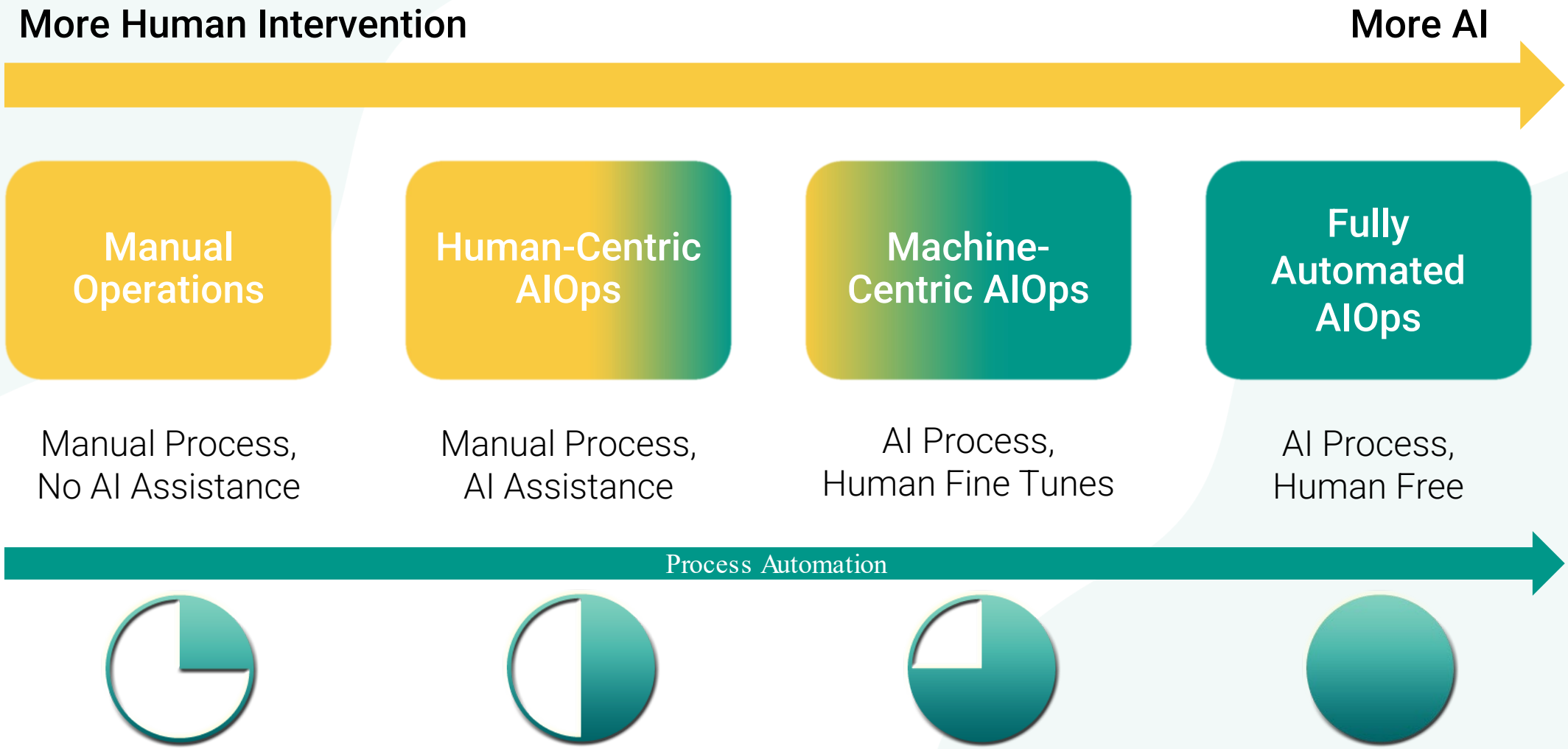
AI @ ESQ

Traditional ATM Management

- Distinct, un-unified models for each contextual element
- Manual operations resulting in scaling challenges
- Manual operations lacked standardization
- Manual operations are error-prone



Automation Continuum



Collection & Organization of Data

Profile Creation

Event Anomaly Definition

Complex Event Processing

Event Context Correlation

Image Source: ATM 'jackpotting' hacks reach the US (engadget.com)

True AIOps

Context-based Incident Investigation & Prevention…

Incident Detection

Goal:

Reducing mean time to detect

Techniques:

- Time series incident detection
- Log incident detection
- Trace and Multimodal incident detection

Failure Prediction

Goal:

- Reducing mean time to detect

Techniques:

- Metric Failure Prediction
- Log Failure Prediction

Root Cause Analysis

Goal:

- Minimize Time to Triage
- Minimize Time to Resolve
- Reduction in human toil

Techniques:

- Time Series RCA
- Logs RCA
- Traces and Multimodal RCA

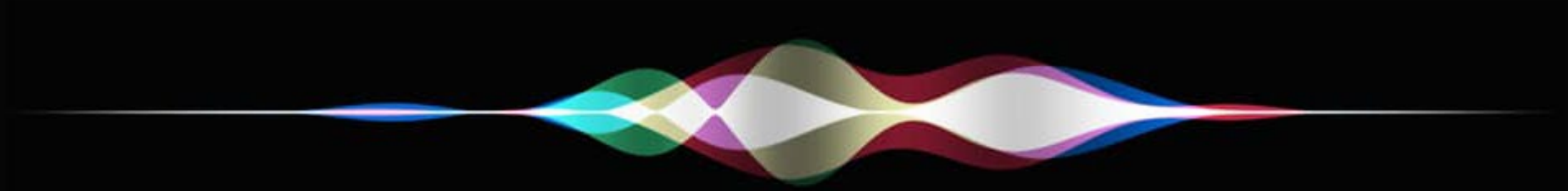
…with AI tooling for Automation

Innovation in Action

Cloud and Artificial Intelligence

- Data Valuation & Liberation – leveraging empirical/retrospective and aggregated data to feed the AI powered engine & drive modeling
- Self Learning – leverage the AI powered engine to learn from real time data streams and automate detection/alerting on anomalies based on reference or normal behavior
- Complex Event Processing – correlation, sliding window, pattern detection, prediction…
- Enhanced Business Intelligence – uncovering and modeling new use cases with the insights powered via AI

What can I help you with?



Questions?

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