

Datasheet

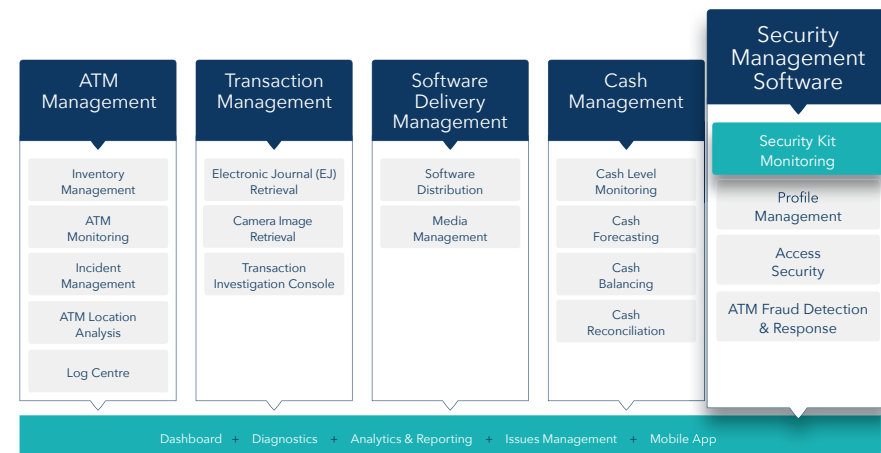
Security Kit Monitoring

Security Kit Monitoring works in combination with intelligent security kits for an effective end-to-end defence strategy.

The advantages of 'game-changing' security technology combined with monitoring software are maximum ATM security and availability, remote management and control and operational cost savings. Real-time information and alerts on ATM security and kit status with state-of-health reporting are available via the monitoring dashboard and also via email, SMS and mobile app.

*Security Kit Monitoring:
"One-look' view of ATM security status."*

Security Kit Monitoring is a module in the Security Management Software pack:



Security Kit Monitoring includes the following features:

- Centralised monitoring and control**
 With Security Kit Monitoring, the built-in intelligence and state-of-health diagnostics of TMD Security's kits can be remotely managed from a central console within the bank's secure network. Instant alerts and information are sent via email, SMS and mobile app.
- Risk management and speed of response**
 Security Kit Monitoring provides immediate insight and threat intelligence from TMD's security kits. This enables fast response to potential risks, with minimum impact on ATM availability.
- Customisable data for reports and audits**
 The data generated by Security Kit Monitoring can be used to create management reports on fraud related incidents across the network.



- **Manageability**

Trouble-ticketing can be based on business rules, for example time-based incident escalation in the case of a door-open alert or the detection of a fraudulent device.

- **Secure access**

System access permissions can be defined by role to ensure secure access; single sign on support can be provided using Active Directory.

- **Management dashboard**

Security kit status can be monitored by ATM ID and location from the management console or mobile phone. This includes notification of alerts, status of incidents and real-time intelligence into suspected threats.

This information can also be sent to the ATM monitoring system for incident ticketing and efficient service call management and resolution.

- **Operational efficiency**

Remote diagnostics reduces incident resolution times and provides service personnel with accurate information in real time to avoid wasted visits to the ATM. Remote download of new security kit firmware updates when appropriate also reduces costs and helps to respond as fast as possible to new threats.

- **Ease of installation**

Security Kit Monitoring is designed for ease of installation and configurability. The system requires only a small footprint on the ATM and utilises low network bandwidth so that there is no impact on ATM transactions.

A management web interface avoids the need for the installation of desktop client software, and the system is totally flexible since it is operating system and database independent.

Features included in all modules:

- **Dashboard**

Centralised '**one-look**' dashboard views of the **real-time status** of all ATMs in the network, with secure access and audit trail. Views depend on the packs installed, and can include ATMs in service, ATM cash levels, ATM incidents, ATM ranking by transaction volume, ATM transaction history and ATM security alerts.

- **Diagnostics**

Commands are sent to the ATM to **check the status of a device** or re-set the device.

- **Analytics & Reporting**

Accurate and **detailed information on ATM status**, uptime, performance and transactions combined with easy-to-use search facility and data export.

- **Issues Management**

Automatically **generates alerts** on incidents for fast and efficient escalation and tracking until resolution.

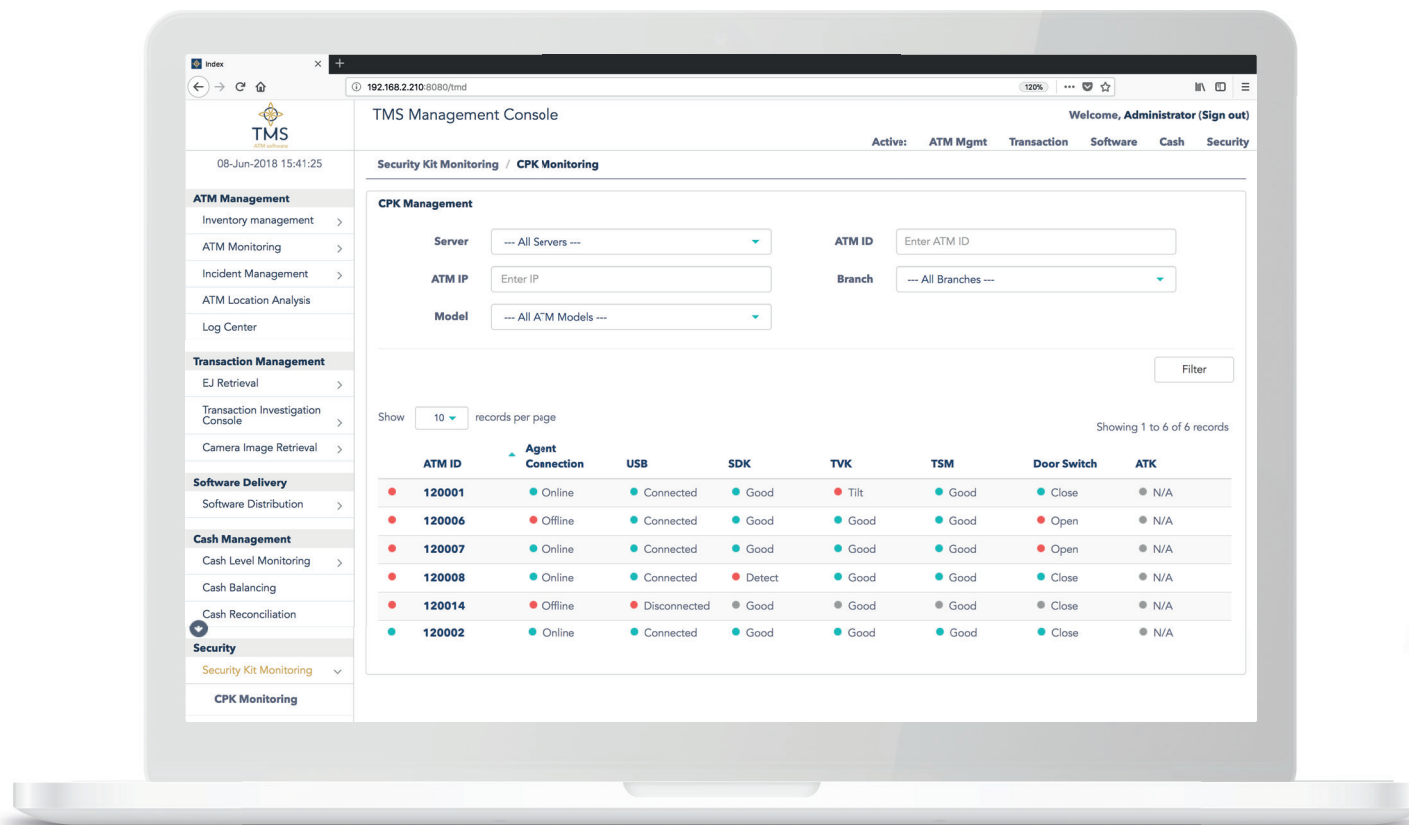
- **Mobile App**

In addition to alerts via email and SMS, **real-time monitoring and response** 'on the move' is supported by mobile app.

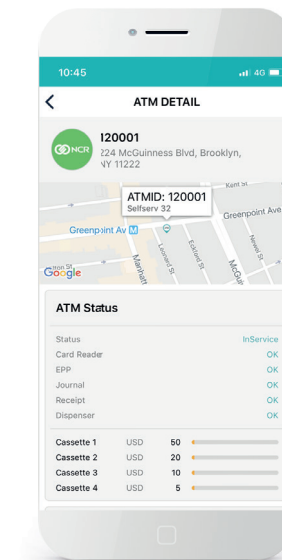


TMS ATM Software features

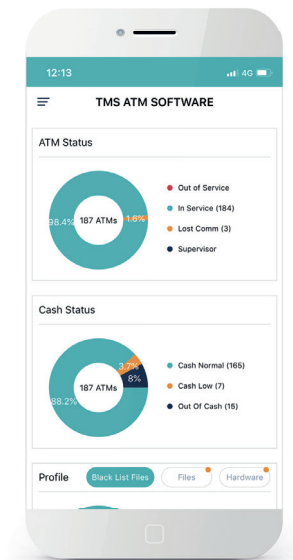
Dashboard + Diagnostics + Issues Management + Analytics & Reporting + Mobile App



'One-look' dashboard views with accurate and detailed information on the real-time status of all ATMs



Overview alert:
location, type, history



Mobile notification of
a specific ATM event



Features and benefits summary

Real-time monitoring of the state-of-health of security kits and confidence that ATMs are protected at all times

Detailed information on the source of a reported issue, saving costs on service calls and improving incident response times

Informational alerts to inform of suspected attacks via email, SMS and mobile app

Tracking of high-risk locations and fraud migration on the ATM network

Tools to measure the effectiveness of security defences and data for management reporting and audits

Remote download of software updates to security kits to stay ahead of new threats

TMS ATM Software has been penetration tested and certified by  **REDSKAN**

Embrace control.



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