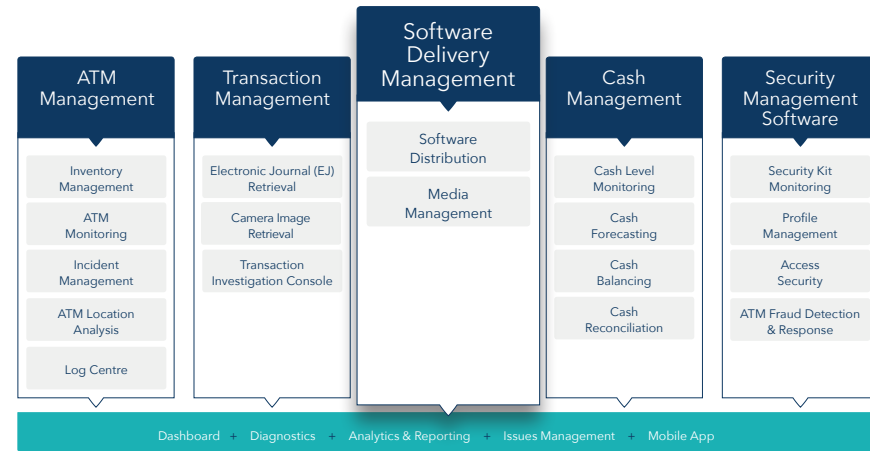# Datasheet
Software Delivery Management

Software Delivery Management is an advanced ATM software distribution solution that helps ATM deployers centrally manage, synchronise and personalise their software updates for ATMs in their network.

The TMS data transfer protocol compresses, encrypts and distributes software files ensuring that even networks with a very low bandwidth can successfully download software without any impact on ATM performance or transactions. Software Delivery Management also tracks and monitors all downloads and checks installation processes for successful delivery.

Software Delivery Management:
"Advanced ATM software distribution."

TMS ATM Management & Monitoring portfolio

ATM Management	Transaction Management	Software Delivery Management	Cash Management	Security Management Software
Inventory Management	Electronic Journal (EJ) Retrieval	Software Distribution	Cash Level Monitoring	Security Kit Monitoring
ATM Monitoring	Camera Image Retrieval	Media Management	Cash Forecasting	Profile Management
Incident Management	Transaction Investigation Console		Cash Balancing	Access Security
ATM Location Analysis			Cash Reconciliation	ATM Fraud Detection & Response
Log Centre				

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

Software Delivery Management pack includes the following modules:

- **Software Distribution**
  Software packages, such as security updates and new applications, are remotely distributed from the central server to the ATM either in single or batch updates.

  The operator can do ad-hoc updates, or choose the time they want to deliver the software package to the ATM and if needed, a different time can be selected for installing the package.

  All software packages are compressed and encrypted before sending to the ATM. This helps to securely optimise delivery.

  Any failed software delivery is detected, and the software is re-sent in a pre-defined configuration time.

- **Media Management**

  Media files such as promotional screens and videos can be distributed to either the entire ATM network, or targeted ATMs in a particular location, according to the bank's requirements for the campaign.

  The creation and distribution tasks of media files can be automatically separated.

  When users create the software package, for example a seasonal campaign, they can specify the expiry date for that package. The ATM will automatically roll-back to the previous version on expiry of the package.

  Automatic image resolution ensures that media files match the ATM screen.

Features included in all Software Delivery Management 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.
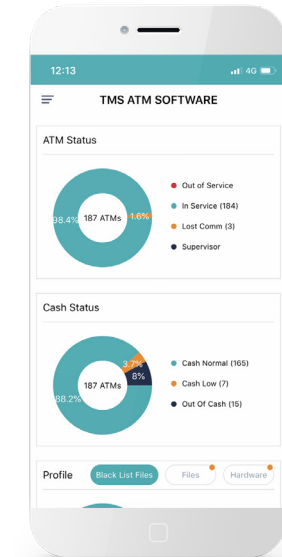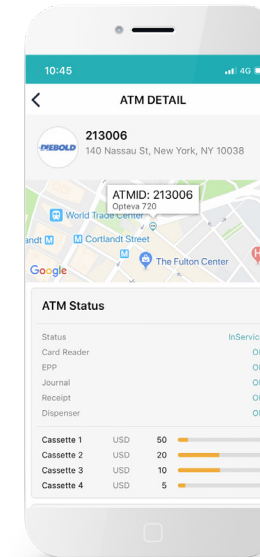
- **Issues Management**

  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 Global Software features

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

Overview alert:
location, type, history

Mobile notification of
a specific ATM event

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

Features and benefits summary

Operational efficiency and cost savings
- Remote, automated software scheduling and delivery for multiple software versions reduces time and resources
- The creation and distribution tasks of software files can be automatically separated

Optimal customer service
- Remote software distribution reduces ATM down-time

Fast and reliable software distribution
- TMS transfer protocol tailors software compression, packaging and transfer for each individual ATM network for maximum speed and efficiency
- Detects failed software installation and retries

Security and Compliance
- Data Encryption Standard (DES) is used to encrypt and decrypt software packages
- Cyclic Redundancy Check (CRC) is used to compare the software downloaded from the central server to the ATM to ensure the integrity of the software package
- TMS Global Software has been penetration tested and certified by **REDSCAN**

Embrace control.

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