



Using Uplogix Out-of-Band Management inside ATMs saves bank green on installation and ongoing maintenance of cash machines

CUSTOMER PROFILE

As one of the largest banks on the west coast, this Uplogix customer is focused on delivering personalized, relationship-based banking to its customers. A large number of distributed ATMs not only provide access to cash, but also 24-hour banking services to their customers.

CHALLENGES

ATMs are a critical component of local banking. Customers expect ATMs to work at all times and provide secure services. For the bank the machines are both a very visible brand touchpoint with their customers, but also with potential customers.

So device uptime is important, but so is cost. With many distributed ATMs, controlling support costs from installation to routine maintenance requires solutions that can scale in an ever-growing network.

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Uplogix Benefits for ATMs:

- ▶ **Automated, lower cost installation** - Fewer and less-technical personnel are needed onsite because experts can monitor and securely access devices over out-of-band connections.
- ▶ **Fewer truck rolls needed** - Automated maintenance and recovery actions solve problems without dispatching a technician. Integration with existing trouble ticketing systems ensures the NOC is aware of issues.
- ▶ **Simplified management** - One platform can provide local management of various ATM platforms and gear. As components in the system or network change, Uplogix can adapt.

Regional bank finds that M2M management is the answer for increasing deployment of ATMs while holding support costs down

Automated monitoring and recovery combined with secure remote access saves on frequent truck rolls

Increasingly, automated teller machines are the “brick and mortar” point of contact for customers with their bank. For decades, these systems have been popular with customers and increasingly reliable as the technology has advanced, but also complicated and expensive to support.

This Uplogix customer has an aggressive plan to deploy ATMs, and chose to include Uplogix in the systems to ensure that the increasing number and complexity of cash machines doesn't come along with a increase in support costs that will, well, break the bank.

With Uplogix, ATMs achieve greater reliability and functionality without driving up support costs

Putting Local Management into ATMs

ATMs are complicated, secure machines with a variety of devices that interact with the physical world—cash input and output machines, card readers, and screens and other inputs. In addition, they have a fair amount of communications technology with routers, redundant modems, cameras and storage. Managing these components can involve multiple technicians and all of the security concerns that come along with access to distributed and unstaffed machines full of cash.

The Uplogix out-of-band platform provides the equivalent of an IT administrator in-the-box monitoring devices 24x7, taking initial run-book recovery actions when needed, and serving as an onsite toolbox for remote technicians to investigate and recover issues as if they were onsite.

Automated, lower cost installation

Installation of ATMs can be expedited using Uplogix. With configuration files pre-installed, or automatically downloaded to an Uplogix Local Manager (LM), the LM can perform pre-defined tasks such as updating the OS on the ATM's router, checking cell modem signal strength, and establishing a secure out-of-band connection back to the NOC.

This means that setup takes less time, and potentially doesn't require a technician or technicians with as much detailed knowledge of each component.

Fewer truck rolls needed

Most network and communications issues can be detected and recovered automatically, ensuring that the ATM is up and running, providing customers with expected levels of service. Issues can be reported directly into trouble ticketing systems, ensuring that the NOC is aware of any issues, including those that were resolved.

Before sending out a truck, administrators can connect into the ATM securely and remotely over an out-of-band connection that gives them access as if they were onsite.

Simplified management

It's not uncommon in the banking world for an institution to have a wide variety of ATM platforms in operation, the result of mergers with other banks or just technology changes over time. Uplogix offers management flexibility thanks to the console-level connection with managed devices and the fact that it manages from a local perspective that is not dependent on a network connection.

Managing automatic tellers with another machine

The M2M (machine-to-machine) management trend is just starting to put a name on what Uplogix has done for years. Uplogix is already proven in other high-security applications like financial institution data centers, in the field with deployments on battlefields managing satellite communications links for the armed forces, and in remote locations like oil platforms. Adding Uplogix to ATMs is the next step toward realizing M2M management, with greater reliability and functionality at lower cost.



The Uplogix Local Management Platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability.

ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas. For more information, please visit www.uplogix.com.

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