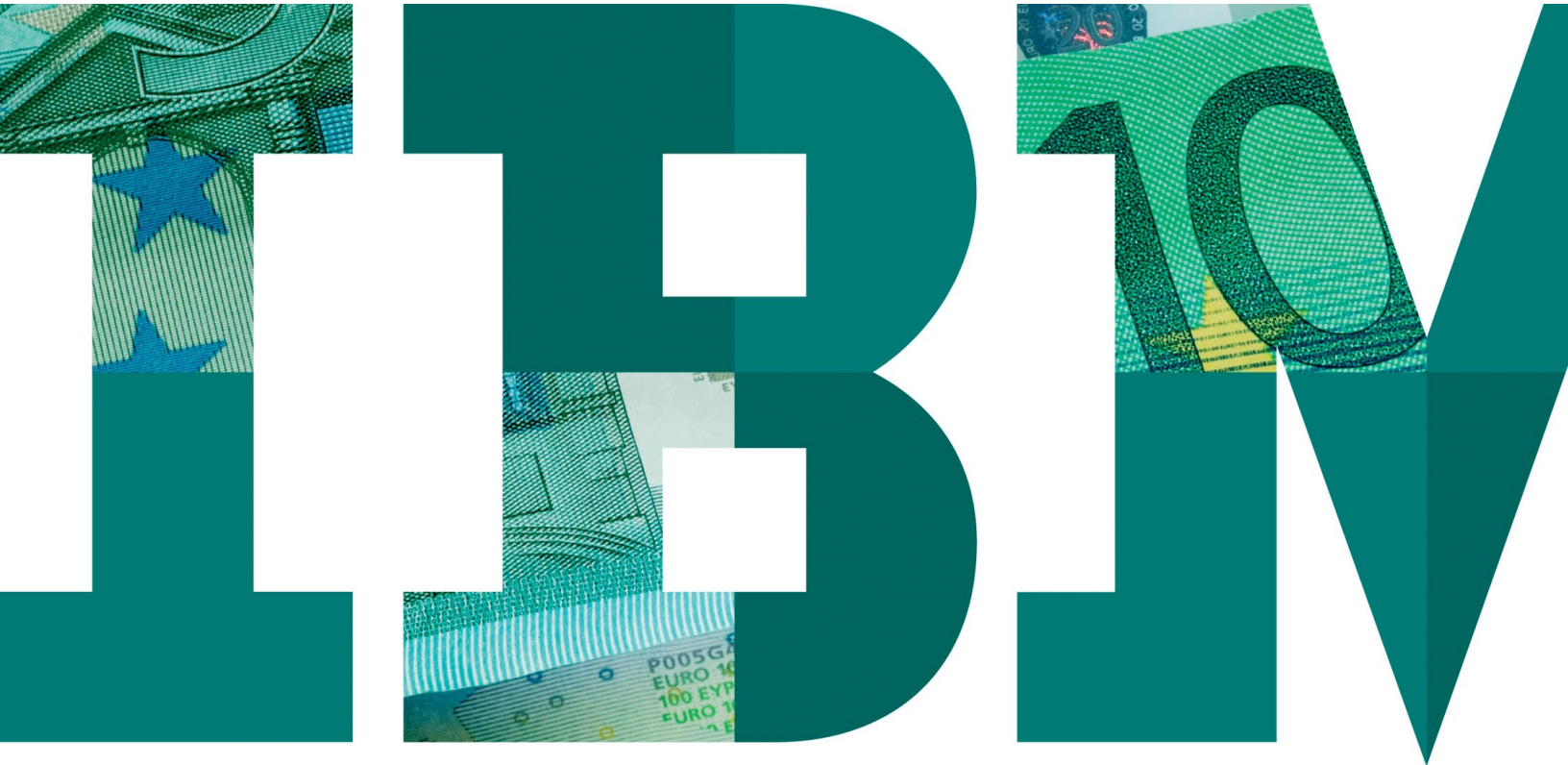


ATM and branch solutions from IBM

Optimize ATM and branch availability with proactive support

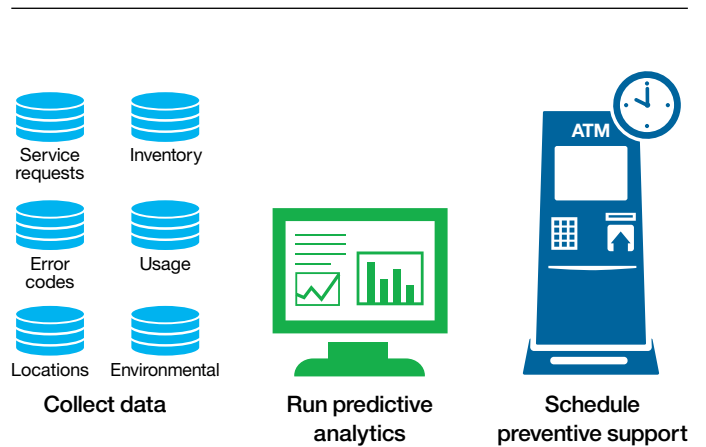


Highlights

- Helps improve availability and drive revenue with embedded analytics
- Promotes omnichannel and branch transformation strategies with an integrated, end-to-end support model from a single vendor
- Offers an as-a-service support model to help free up capital investments for future upgrades and refreshes

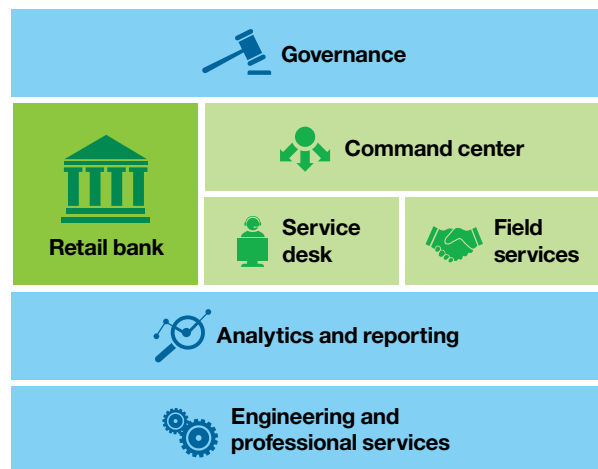
Availability of your ATM and branch infrastructure is vital to your brand. But are you relying on reactive, event-driven services or multiple vendor point solutions to address problems that may arise? This can mean delayed problem resolution that impacts the customer experience and results in missed revenue opportunities. Plus it's usually more complex to manage and more expensive. You need a simpler, more cost-effective support model that can free your resources to focus on delivering a superior customer experience while also releasing more capital for your transformation activities.

IBM Managed Support Services – ATM and branch services is designed to provide an integrated, proactive support model at a competitive price. We have embedded business and predictive maintenance analytics into our solution to facilitate a pre-emptive, revenue-driven approach that focuses on your customers' needs. Our end-to-end solution is designed to be highly secure and consistent across all of your branch assets. And with our as-a-service business model, ATM and branch transformations such as upgrades and refreshes no longer have to be tied to budget cycles.



Predictive maintenance approach

IBM takes a data-driven approach to ATM and branch service maintenance, using powerful analytics that facilitate preventive support activities.



Services options

ATM and branch support from IBM offers an end-to-end selection of services to help you optimize availability in your branch environment.

A broad choice of services for a customized solution

You can choose from almost any combination of our ATM and branch services as shown in the table.

Remote technical support	
Level 1 service desk	<ul style="list-style-type: none"> Provides first line of contact for end-user service calls and electronic tickets Performs triage, reboots when appropriate or escalation to field services Monitors service levels via a multivendor monitoring platform
Level 2 support desk	<ul style="list-style-type: none"> Engages on escalations from Level 1 or field services for complex situations Escalates situations of greater complexity to engineering staff on Level 3
Level 3 support desk	<ul style="list-style-type: none"> Engages on the most complex situations, involving third-party hardware and software engineers when necessary to augment their own engineering Develops, maintains and disseminates knowledge bases
Field services	<ul style="list-style-type: none"> Delivers product-agnostic services for production environment, including the optimal balance of first- and second-line maintenance, preventive maintenance as well as involvement in installs, moves, adds and changes (IMAC)
Logistics	
Logistics and materials planning	<ul style="list-style-type: none"> Provides warehouse and warehouse services for the depot of parts, management of parts including lifecycle activities, maintaining inventory levels, asset management of parts and effective distribution of parts as needed
Repair depot	<ul style="list-style-type: none"> Repairs production assets to "like new" status Performs staging, building and integration of production assets
Design and engineering	
Solution architecture	<ul style="list-style-type: none"> Optimizes tooling that supports remote, logistics and field services
Hardware engineering	<ul style="list-style-type: none"> Receives and performs business requests to evaluate or certify products for production Evaluates and validates the maintainability of new products, including root cause analysis of issues
Remote support services	
Quality assurance	<ul style="list-style-type: none"> Performs all quality assurance (QA) activities including hardware and software testing, network testing and error condition testing before release certification
Software distribution	<ul style="list-style-type: none"> Stages, distributes and monitors software release packages
Governance	
Program management	<ul style="list-style-type: none"> Provides a governance structure to manage service levels, contract performance, customer satisfaction and the client relationship, including recommending actions for continuous improvement
Compliance management	<ul style="list-style-type: none"> Manages adherence to internal and external regulatory and security controls Validates currency, testing and alignment of line-of-business continuity plans and reports as needed
Vendor management	<ul style="list-style-type: none"> Manages vendor activities including evaluating performance against the contract, identifying potential vendors and helping facilitate a link between business criteria and vendor performance measures and behaviors
Project management	<ul style="list-style-type: none"> Performs project management across the project lifecycle with in-depth, banking-specific knowledge of the environment Helps support alignment between project methodologies and business culture and practices

For more information

To learn more about ATM and branch services from IBM, please contact your IBM representative, or visit the following website:

ibm.com/services/atm

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. For credit-qualified clients we can customize an IT financing solution to suit your business requirements, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: ibm.com/financing



© Copyright IBM Corporation 2015

IBM Global Services
Route 100
Somers, NY 10589

Produced in the United States of America
June 2015

IBM, the IBM logo, and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

The client is responsible for ensuring compliance with laws and regulations applicable to it. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation.



Please Recycle
