Integrated multivendor support from IBM for ATM and branch services

Optimize ATM and branch availability with predictive analytics

Highlights

- Supports improved availability and revenue with predictive maintenance and business analytics

- Helps reduce risks and streamline support for your multivendor environment with a single vendor delivering integrated support

- Enables customer-centric decisions to support transformational roadmaps with flexible service models

As financial Institutions strive to deliver superior omnichannel customer experiences, they are transforming their branch environments with the latest technologies for ATMs, self-service devices (SSD) and other branch technologies. However, mixing new with older, installed technologies from multiple vendors can create complex maintenance challenges. You could opt for each individual vendor's solution, but this can add complexity and may not put the crucial needs of the customer first. To maintain a customer-centric approach that leads to a high-quality brand image, improved customer satisfaction and ultimately a better bottom line, you need a service-oriented, agnostic vendor focused on delivering an integrated maintenance and technical support strategy, so that you can concentrate on your customers.

IBM® Managed Support Services - ATM and branch services takes a more innovative, proactive approach to the maintenance and support of your ATMs, SSDs and branch technologies. As your single independent service organization, IBM can drive high availability of your multivendor environment with the power of predictive analytics. Using decades of multivendor support experience and a data-driven analytics approach, we can identify potential problems and schedule interventions rather than react when service is already impacted. With flexible service models, our solution is designed to align your support structure with strategic transformation priorities.

Optimizing availability and helping drive revenue with analytics

We help you optimize the availability of your ATM and branch services using a service model that embeds predictive maintenance and support analytics into your environment. This allows us to uncover hidden issues before they disrupt customer service. With real-time scoring based on advanced text analytics of problem descriptions, call history and machine type, we can identify early emerging concerns and schedule preventive support activities that help reduce unscheduled machine downtime.

Helping reduce risks and streamline support with a single vendor

IBM can be your single agnostic support vendor, regardless of the original equipment manufacturer (OEM) of your ATM, SSD or branch technology. Our specialists bring decades of multivendor product expertise and work within a well-established global support and delivery infrastructure. This enables us to provide more consistent levels of service and availability than you might receive if working with multiple vendors or a single supplier with limited service scope.

With our solution, you can choose any combination of ATM and branch services that we offer, including:

- Remote technical support: includes Level-1 and -2 support working together to provide end-to-end support—from performing triage and identifying the source of the problem to working with engineering and development team to resolve issues; optionally you may add remote monitoring of ATMs
- Field services: delivers product-agnostic services for production environments; conducts preventive, first- and second-line maintenance; and performs installs, moves, adds and changes
- Logistics services: includes around-the-clock parts management and reverse logistics systems to facilitate parts availability to support contracted service levels; asset lifecycle management to maintain optimal parts inventory levels to meet demand; and repairs of production assets to "like new" status
- Governance: provides overall governance of the relationship by managing service levels, customer satisfaction, compliance, vendor performance and alignment with business culture and practices

We also bring a focus on continuous improvement that includes assessing the effectiveness of our remote and field-based support actions so that we can identify areas for development and enhancement.

Accommodating dynamic demands with flexible service models

To help you address any capital constraints that may be slowing your strategic transformation initiatives, we offer flexible service and commercial models. For example, you may choose an as-a-service business model that can include both the financing of hardware and associated services. You can also opt for fully managed services where IBM can deliver a broader, more tailored spectrum of maintenance and technical support. With our vendor-agnostic solution, we look for ways to help you strengthen your overall availability, reduce unnecessary costs and facilitate better alignment of procurement decisions with your transformation strategy.

Why IBM?

As your single agnostic vendor, IBM is focused on delivering an innovative, analytics-based approach to maintenance and support of your ATM and branch technologies. With a legacy of being an original manufacturer of ATM equipment, we bring a wealth of experience combined with deep analytics expertise and a time-tested global delivery infrastructure for providing technical support in multivendor environments. Our data scientists and researchers continually work to integrate analytics and machine learning into our services for added value. Flexible service options and financing plus an attention to the lifecycle management of hardware are all designed to optimize availability and control costs with the ultimate goal of enhancing customer satisfaction.

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 provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: **ibm.com**/financing

MTD03108-USEN-02