

**ASS ECO**

**SOUTH EASTERN EUROPE**

ATM reporting server, by Asseco.

# Sadržaj

- Izazovi upravljanja ATM mrežom
- Standardno upravljanje ATM mrežom
- Optimizirano upravljanje ATM mrežom
- Reporting Server
- Demo & Zaključak

# Informacije o statusu gotovine

Informacije se **pohranjuju** na različitim mjestima

Izvještavanje i **praćenje** „tiketa“

Da li imamo **stvarnu kontrolu** na ATM mreži?

Realni **vremenski nadzor** ATM mreže

**Dostupnost** ATM mreže

**Usklada brojača** (ATM kazete, HOST,..)

# Što je upravljanje ATM mrežom?



**Dostupnost & korisničko iskustvo**



**Multivendor bazirano upravljanje**



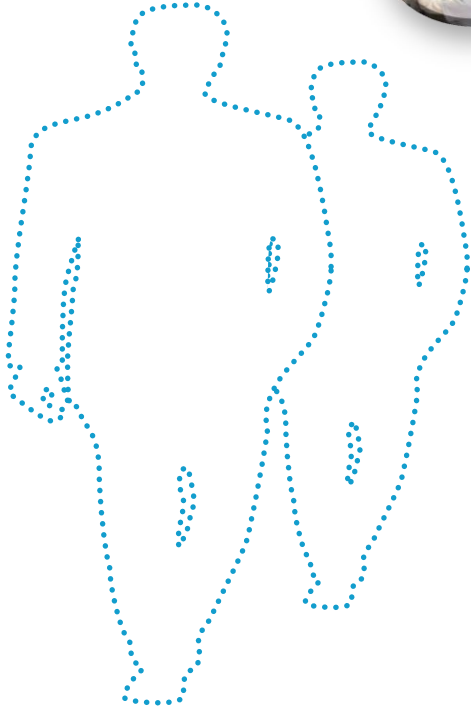
**Sigurnost transakcije i klijenta**



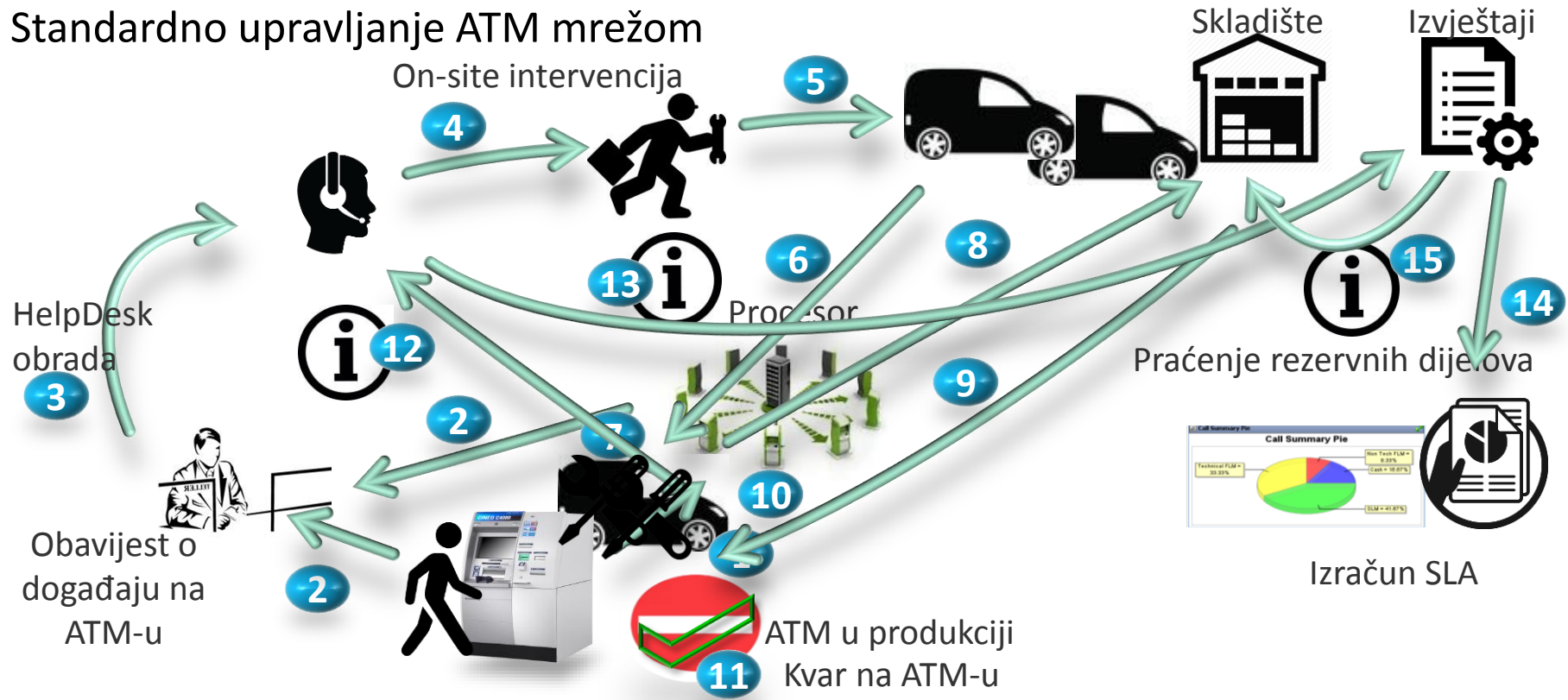
**Podrška servisnim odlukama**



**Automatizacija procesa i smanjenje troškova**



# Standardno upravljanje ATM mrežom



## Benefiti

- Prijava kvara na ATM
- ATM je popravljen i stavljen u funkciju

Informacije o statusu gotovine

Informacije se pohranjuju na različitim mjestima

Izveštavanje i praćenje „ticketa“

**Kako može biti?**

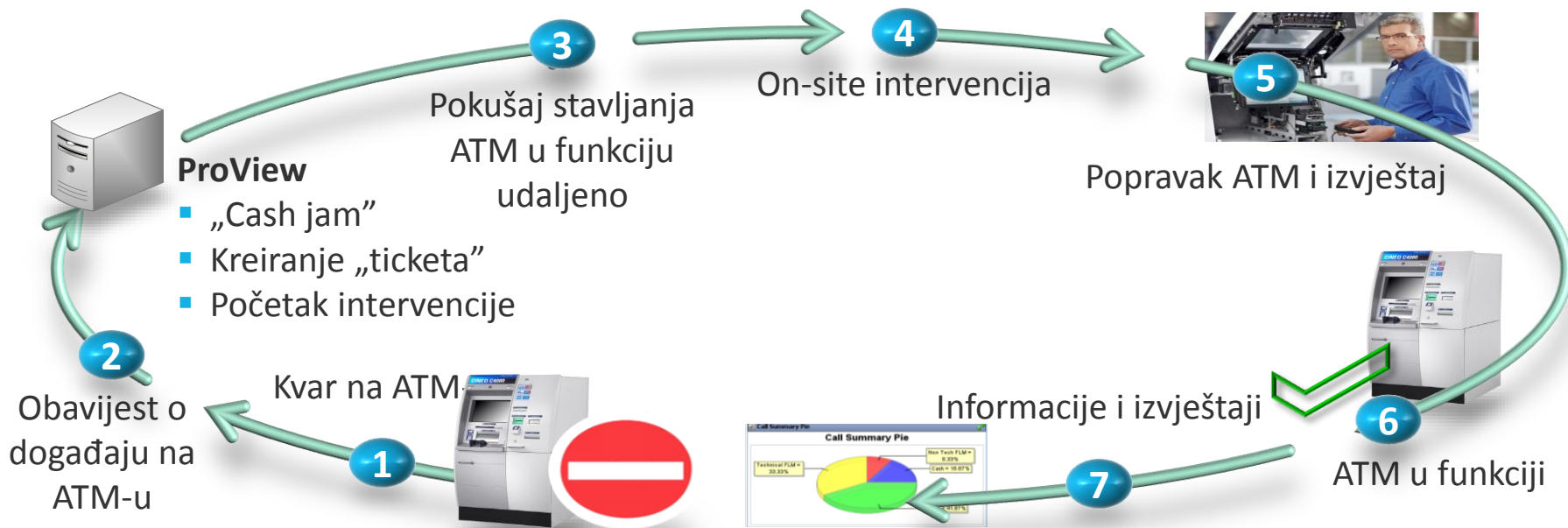


Nadzor ATM mreže

**Dostupnost ATM mreže**

Usklada brojača (ATM kazete, HOST,..)

# Optimizirano upravljanje ATM mrežom



## Benefiti

- Poboljšanja usluga kroz veću dostupnost bankomata
- Smanjenje troškova kroz automatizaciju procesa
- Smanjen broj on-site intervencija kroz udaljeni pristup





Informacije o statusu gotovine

Informacije se pohranjuju na različitim mjestima

Izvištavanje i praćenje „ticketa“

**Kako doći do cilja?**



Nadzor ATM mreže

Dostupnost ATM mreže

Usklada brojača (ATM kazete, HOST,..)

# ATM Reporting, by Asseco.



## Our service

*ATM reporting application provides You next new features:*



### Technical reports

*Availability technical report for Your ATM network*



### Service reports

*Availability service report for Your ATM network*



### Disputed transactions

*Disputed transactions report form Your ATM network*



### Counters settlement

*Counters settlement report for Your ATM network*



### Cash report

*Cash report for Your ATM network*



### Tmanage and Monitoring

*Access to Tmanage and Monitoring applications*

Informacije o statusu gotovine

Informacije se pohranjuju na različitim mjestima

Izvještavanje i praćenje „ticketa“

**Što je u pozadini?**



Nadzor ATM mreže

Dostupnost ATM mreže

Usklada brojača (ATM kazete, HOST,..)

# Što je u pozadini rješenja?



Incident Management



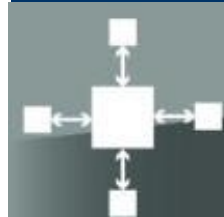
Remote Operation



Event Monitoring



File Transfer & Distribution



Cash status information

Informations at **diferent places**

Report and **track incidents**

**Primjeri?**



Network **overview**

**Availability** network status

Reconcile ATM cassette counters

# Dostupnost – tehnički pogled

## Availability - Technical Report



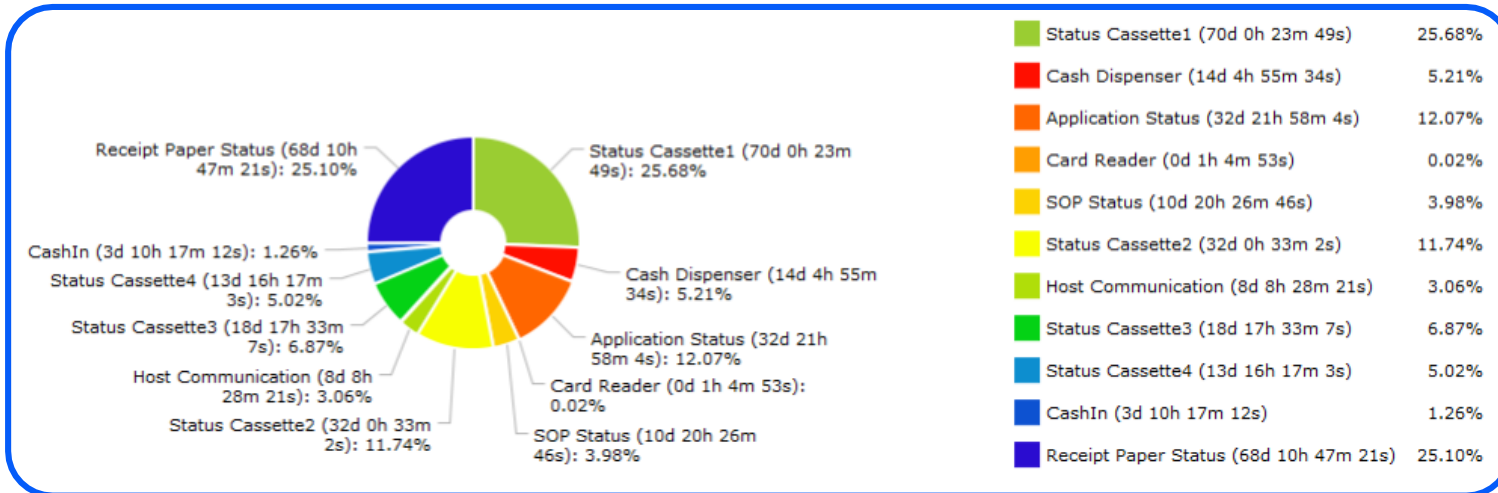

### ATM Availability - Technical Report

Select input parameters for report

Terminal ID	Reporting period start	Reporting period end																																													
S7AU0001																																															
S7AU0002																																															
S7AU0003	06.03.2015		3h 37m 26s																																												
<table border="1"> <thead> <tr> <th>Component</th> <th>Component Availability [%]</th> </tr> </thead> <tbody> <tr> <td>Host Communication</td> <td>99.92</td> </tr> <tr> <td>Status Cassette1</td> <td>99.6</td> </tr> </tbody> </table>	Component	Component Availability [%]	Host Communication	99.92	Status Cassette1	99.6	<table border="1"> <thead> <tr> <th>Event Id</th> <th>T-Manager Id</th> <th>Start time</th> <th>End time</th> <th>Duration</th> <th>Pending time</th> </tr> </thead> <tbody> <tr> <td>680735</td> <td></td> <td>14.06.2016 08:28:01</td> <td>14.06.2016 08:46:48</td> <td>18m 47s</td> <td></td> </tr> <tr> <td>683471</td> <td></td> <td>16.06.2016 06:30:35</td> <td>16.06.2016 08:00:00</td> <td>1h 29m 25s</td> <td></td> </tr> <tr> <td>683472</td> <td></td> <td>16.06.2016 08:00:00</td> <td>16.06.2016 08:51:51</td> <td>51m 51s</td> <td></td> </tr> <tr> <td>684171</td> <td></td> <td>16.06.2016 14:40:48</td> <td>16.06.2016 14:40:58</td> <td>10s</td> <td></td> </tr> <tr> <td>751101</td> <td></td> <td>27.06.2016 16:48:50</td> <td>27.06.2016 17:05:14</td> <td>16m 24s</td> <td></td> </tr> </tbody> </table>	Event Id	T-Manager Id	Start time	End time	Duration	Pending time	680735		14.06.2016 08:28:01	14.06.2016 08:46:48	18m 47s		683471		16.06.2016 06:30:35	16.06.2016 08:00:00	1h 29m 25s		683472		16.06.2016 08:00:00	16.06.2016 08:51:51	51m 51s		684171		16.06.2016 14:40:48	16.06.2016 14:40:58	10s		751101		27.06.2016 16:48:50	27.06.2016 17:05:14	16m 24s					
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Status Cassette2			99.94																																												
Application Status			99.55																																												
SOP Status			99.74																																												

# Dostupnost – tehnički pogled

## Availability - Technical Report





# Dostupnost - Servisni pogled

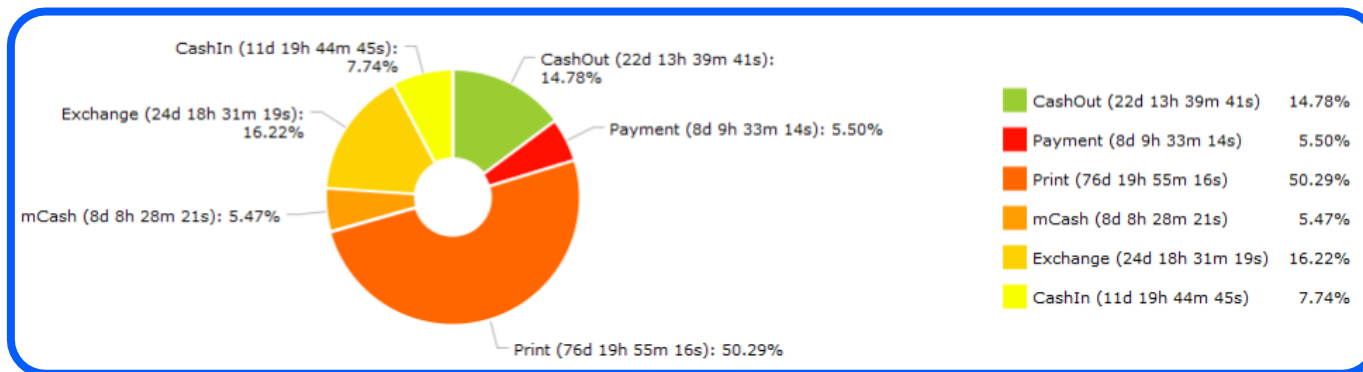
ATM Availability - Services Report			
Creation date/time	6.3.2015. 15:16:23	Created by	DOMAIN\petar.petrovic
Reporting period	1.1.2015. to 6.3.2015.		
Terminal ID	Availability		
TERMID001			85% -
	Cash Out		68%
	Cash In		78%
	Bill Payment		83%
	Topup		90%
TERMID003			91% +
TERMID025			98% +
<b>Total</b>			<b>91%</b>

## Peripherals – Services relationship:

Peripherals/Services	Cash Out	Cash In	Payment	Receipt	Exchange	mCash
Recycler	X	X			X	X
Dispenser	X				X	
Card reader	X	X	X	X		
CCDM		X				
EPP	X	X	X	X		
Receipt printer				X		X
Communication	X	X	X	X	X	X
Bar code			X			X
Coin out					X	
Power	X	X	X	X	X	X

# Dostupnost - Servisni izvještaj


## Availability - Service Report





# „Settlement“ izvještaj


## Counters Settlement Report

Select input parameters for report

Reporting period start  

Reporting period end  

Terminal Id  

Settlement Status  

Last 4 servicing periods for terminal ×

28.1.2015. - 29.1.2015.	<input type="button" value="Start"/> <input type="button" value="End"/>
27.1.2015. - 28.1.2015.	<input type="button" value="Start"/> <input type="button" value="End"/>
26.1.2015. - 27.1.2015.	<input type="button" value="Start"/> <input type="button" value="End"/>
26.1.2015. - 26.1.2015.	<input type="button" value="Start"/> <input type="button" value="End"/>

# Sumnjive transakcije

## Disputed Transactions Report

Select input parameters for report

Reporting period start

01.01.2015



Reporting period end

06.03.2015



Terminal Id

TERM0001

Transaction Types

(all)



Disputed Transactions Report							
Creation date/time	6.3.2015. 15:05:47			Created by	DOMAINpetar.petrovic		
Reporting period	1.1.2015. to 6.3.2015.						
Terminal ID	Date	Time	Type	Dispute Reason	Amount In	Amount Out	App. Code DS
TERMID001	26.1.2015.	06:26	CASHOUT	RETRACTED		1.000,00 RSD	123456
		08:18	CASHOUT	RETRACTED		5.000,00 RSD	234561
		Denomination structure: OUT:RSD:2000:2;OUT:RSD:1000:1					
TERMID004	28.1.2015.	09:29	CASHIN	UNKNOWN	MLT		114455
		11:45	CASHOUT	RETRACTED		200,00 EUR	345612
TERMID004	27.1.2015.	21:25	CASHOUT	NOTPRESENTED		400,00 EUR	654321
		22:25	CASHIN	UNKNOWN	3.500,00 RSD		425458
TERMID033	28.1.2015.	02:26	CASHOUT	RETRACTED		3.000,00 RSD	675424
		07:24	CASHIN	ERROR	1.000,00 RSD		245172
	26.1.2015.	22:25	CASHOUT	ERROR		1.500,00 RSD	456123
		28.1.2015.	12:26	CASHIN	ERROR	50,00 EUR	
29.1.2015.	12:27	CASHOUT	RETRACTED		7.000,00 RSD	561234	

# „Cash“ izvještaji

Business name and head office: TELENOR

Reporting period: 2016-08-01 - 2016-08-31

Export

Select  
currency:

CHF



Cash izvještaji se sastoje od slijedećih izvještaja:

- Mjesečni izvještaj (i za eventualne potrebe Narodne banke)
- Periodički izvještaji po ATM-u

Bills

Denomination	Total paid out	Total paid in
10 EUR	0	514
20 EUR	20	203
50 EUR	0	140
100 EUR	20	47
<b>Total:</b>	<b>40</b>	<b>904</b>

Svi podaci postoje na ATM mreži, iskoristimo ih!

# Hvala!

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for demanding  
business.


**assecO**

SOUTH EASTERN EUROPE



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