



# Turnkey ATM Service

Provide your customers with the ultimate experience.

In a challenging and competitive banking environment, the ATM has evolved into a primary point of contact for the delivery of retail financial services. With this in mind, financial institutions understand that their customers will accept nothing less than the highest levels of uptime, security and reliability when using the ATM.

## Streamline your ATM Services

FIS™ has partnered with NCR to offer the FIS Turnkey ATM Service, which provides an easy-to-implement solution including a single point of contact, best practices in day-to-day ATM management, and end-to-end visibility of the ATM network. This allows your institution to consolidate ATM vendors, procure new or replace ATM hardware or software, and add services to further secure its' ATM network.

## ATM Servicing

A single-point of contact for ATM servicing for NCR and Diebold ATMs in addition to the ATM driving and monitoring services you already receive through FIS today:

- First Line Maintenance (FLM) - Card clearing, currency, and check/media jams
- Second Line Maintenance (SLM) - Remedial hardware maintenance, replacement parts and preventative maintenance
- Software Maintenance - Service is provided for software-related issues that may arise (NCR Only)

## Managed Services for NCR ATMs

- Software Distribution - FIS identifies, packages and remotely distributes security patches and software updates
- Endpoint Security - Locks down ATM software to prevent malicious attempts at software modification
- Incident Management - Remotely monitoring ATM state of health and end-to-end management of ATM outages
- Predictive Services - Proactive analysis of ATM data to reduce downtime impact of potential failures

## Enhance Consumer Experience

- Improved customer deposit experience with check images and cash denominations displayed on the screen and receipt
- Instant access to cash
- Intelligent deposit with mixed media
- No need for deposit slips
- 24/7 deposit availability for small business customers

# ATM Turnkey Service

## NCR SelfServ ATM Hardware



ss22

Interior lobby cash dispenser

ss32

Interior walk-up full function lobby ATM

ss34

Exterior through the wall walk-up/drive-up

ss38

Exterior island full function drive-up

Enhance Consumer Experience

Operational Efficiency and Revenue Generation

Ensure Security & Compliance

### Refresh Your ATM Fleet

Refresh your institution's aging, limited functionality ATM fleet with new NCR hardware through the FIS Turnkey ATM Service and get ATM hardware with the latest hardware and software to address increasing consumer expectations. In addition, these new ATMs come with compliant components and solutions to address the many regulatory challenges that face the ATM industry and optional managed services to further secure your institution's ATM network.

### About FIS

FIS (NYSE: FIS) is the world's largest global provider dedicated to banking and payments technologies. With a long history deeply rooted in the financial services sector, FIS serves more than 14,000 institutions in over 110 countries. Headquartered in Jacksonville, Florida, FIS employs more than 42,000 people worldwide and holds leadership positions in payment processing and banking solutions, providing software, services and outsourcing of the technology that drives financial institutions. First in financial technology, FIS tops the annual FinTech 100 list, is 426 on the Fortune 500 and is a member of Standard & Poor's 500® Index.

For more information, contact FIS at 800.822.6758, or visit us at [www.fisglobal.com/loyalty](http://www.fisglobal.com/loyalty).