



ATM AS A SERVICE

A new approach to managing your ATM fleet

Streamline your ATM Services

FIS' ATM as a Service (AaaS) is an ATM offering that combines the value of FIS and NCR, providing ATM clients a comprehensive ATM package that includes procuring the ATM unit hardware and software along with processing, hardware/software maintenance, managed services and monitoring.

It provides clients the convenience of a single point of contact by allowing an institution to consolidate ATM servicing vendors, procurement of new or replacement ATM hardware or software, and additional services to further secure its' ATM network.

A Single-Point Contact for ATM Servicing

- First Line Maintenance
- Second Line Maintenance
- Software Maintenance
- Software Distribution
- Endpoint Security
- BIOS Password Management
- Cash Forecasting
- Cash-In Transit (CIT) Management

In an increasingly regulated and competitive economy, it is becoming critical for customers to get the maximum return on their substantial ATM technology investments.

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. Includes remote resolution of issues that can be fixed remotely resulting in maximized uptime
- **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 delivers security patches and software updates
- **Endpoint Security** - Locks down ATM software to prevent malicious attempts at software modification
- **BIOS Password Management** – Remotely update BIOS password and restrict boot access to external media
- **Cash Forecasting** – The right amount of cash in the right place at the right time at the lowest possible cost
- **Cash-In Transit (CIT) Management** – Single point of contact for cash replenishments, deposit pulls, etc.

FIS Is a Trusted Partner

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.



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