



# ATM DRIVING AND MONITORING

Payments One Debit

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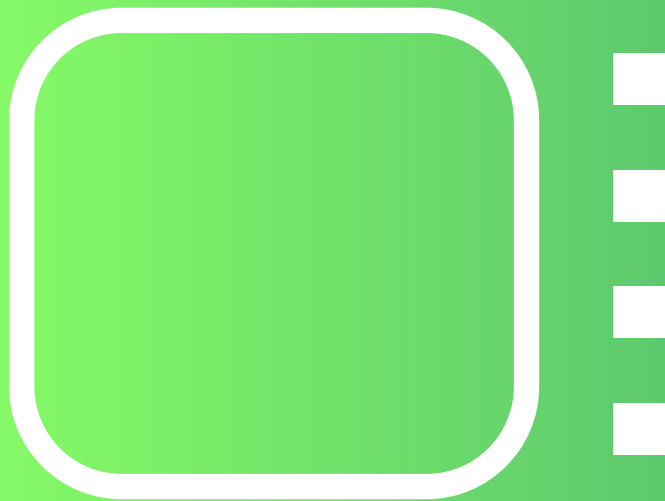
# Everything you need to provide a seamless delivery of ATM products and services to your customers

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While FIS has a robust ATM offering with full support for standard and advanced transaction sets, we continue to invest in our ATM product line. Our investment focal point is to create products that promote differentiation vs. your competition, operational efficiencies, reduce expenses, increase revenue and improve the consumer experience within your ATM network. ■



# ATM



## ATM Driving

While many may view ATM driving as a commodity business, FIS does not. We differentiate our offering via:

### **Provide a Superior Consumer Experience**

Enhance the cardholder experience through differentiating functionality like consumer selected bill-mix, PIN change and mixed deposit transactions.

### **Reduce Expenses**

Reduce ATM management costs and onsite visits through remote solutions supported by self-sufficient ATM web functions and deposit automation services that minimize the number of trips required to the ATM to pull deposits.

### **Minimize ATM Downtime**

Timely fault notifications by our automated device monitoring solution, drives customer satisfaction and ensures brand integrity.

### **Simplified Back-office Processing**

Benefit from single-point settlement for all EFT network activity and streamline exception processing through one consolidated web GUI system for all EFT network activity.

# ATM Driving

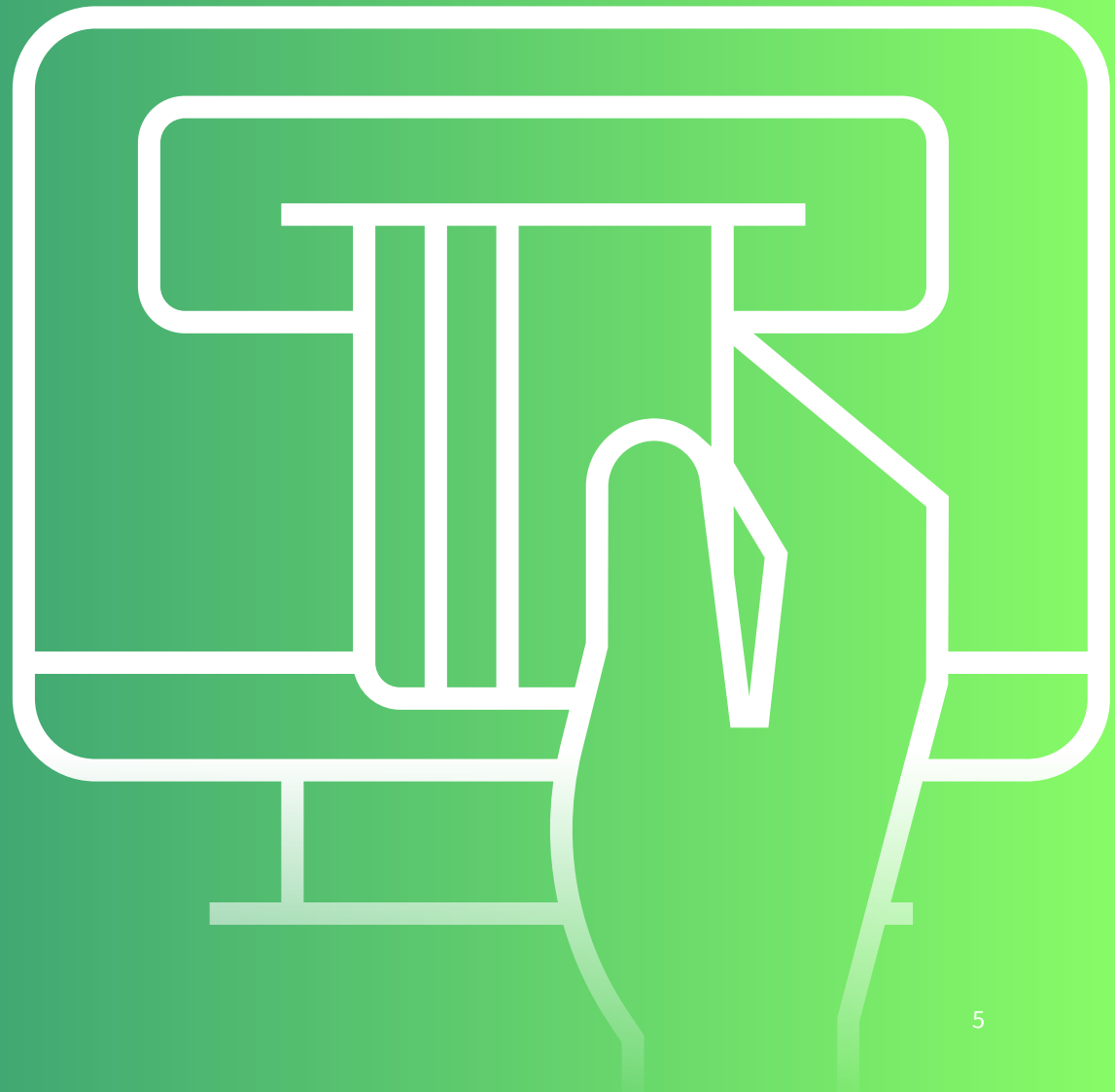
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## Integrated Breadth of Services

Your FIS ATM program is tightly integrated to our debit and prepaid card management systems, imaging systems, fraud solutions, transaction repository GUIs, as well as our NYCE EFT network with access at over 90 percent of US ATMs and ubiquitous acceptance at PIN-accepting locations in the US (two million+).

## Speed to Market

With our very strong relationships with all major ATM manufacturers, FIS is consistently an early adopter to certify the latest ATMs, components and software necessary to meet the increased focus on the consumer experience and delivery of additional functionality via the ATM channel.



# Value-added Transactions, Services and Experiences

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FIS considers withdrawals (including fast cash), balance inquiries, deposits (with or without an envelope) and transfer as part of a base transaction set that we would typically support for a full function machine. In addition, FIS can offer several value-added transactions, services and experiences, including:

- ✔ **Consumer Selected Bill-Mix**
- ✔ **Cardholder Preferences**
- ✔ **Mixed Deposits**
- ✔ **Image Collection**
- ✔ **PIN Change**
- ✔ **Transfer/Payments to Loan Non-**
- ✔ **Cash Dispensing (Stamps)**
- ✔ **Multi-language Support**
- ✔ **Mini-Statements**
- ✔ **Overdraft Warning Message**



# Self-service ATM web functions

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Self-service ATM web functions enable additional advanced functionality which includes:

- ✔ **Sending loads and ATM master keys remotely**
- ✔ **Onboarding ATM adds/changes/deletes to/from the FIS network**
- ✔ **Viewing the terminal and transaction data in real time**
- ✔ **Viewing a near real-time ATM health status**
- ✔ **Updating ATM surcharges and address data**
- ✔ **Viewing/modifying ATM monitoring contact information**
- ✔ **Managing text-based marketing messages**
- ✔ **Viewing/modifying ATM totals and remote ATM settlement**





# FIS Strong Relationships

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## ATM as a Service (AaaS)

FIS has partnered with multiple vendors to offer AaaS. This fully-managed ATM offering combines the value of FIS, ATM hardware (currently NCR), and service providers (vendor agnostic) to offer clients a comprehensive ATM package that can include procuring the ATM device, ATM maintenance services, managed security services, cash forecasting, and/or Cash-in Transit (CIT) management in addition to the ATM driving and ATM monitoring/support services you receive from FIS today.

## Certification and Testing

FIS has very strong relationships with all major manufacturers, including Diebold, NCR, Hyosung, GRG, Genmega, Triton, etc. We have the capability of certifying new ATMs, components and software, and continually do so in our ATM test labs. We work very closely with the ATM manufacturers to ensure we are certified on new products in advance of our clients' business needs.



# ATM Monitoring

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FIS ATM monitoring technology alerts you or your ATM service team of events that may adversely affect ATM performance. The timely notification of faults and a quick response by your ATM service team results in increased operational uptime of your ATM network.

**Remote monitoring is also available.  
Benefits include:**

- ✓ **24/7 secure Web access to your ATM network**
- ✓ **Categorized graphical display of ATM trouble tickets**
- ✓ **Real-time ATM network status**
- ✓ **Immediate notification of communication outages**





# ATM Communications Supported

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FIS' flexible processing environment can work with a wide variety of telecommunications networks. Several telecommunication options are supported to best fit our client's business needs, including:

- ✓ **FIS Managed Network**
- ✓ **Customer Managed Network**
- ✓ **Native Dial**
- ✓ **Wireless/Cellular**
- ✓ **Secure VPN**

# Mandate Support

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FIS develops solutions to meet card association, EFT network and/or government mandates in advance of those mandates so you do not have to be concerned with compliance issues. Recent examples include Windows 7 Operation System end of life, chip card (EMV) liability shifts and voice guidance in response to the ADA.





## Everything You Need

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Driving over 100,000 ATMs, you get a top third-party processor in the U.S. that is large enough to provide you all the ATM functionality you need while continuing to provide a personalized level of service not found with other processing alternatives.



**ADVANCING THE WAY THE WORLD  
PAYS, BANKS AND INVESTS™**



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### About FIS

FIS is a global leader in technology, solutions and services for merchants, banks and capital markets that helps businesses and communities thrive by advancing commerce and the financial world. For over 50 years, FIS has continued to drive growth for clients around the world by creating tomorrow's technology, solutions and services to modernize today's businesses and customer experiences. By connecting merchants, banks and capital markets, we use our scale, apply our deep expertise and data-driven insights, innovate with purpose to solve for our clients' future, and deliver experiences that are more simple, seamless and secure to advance the way the world pays, banks and invests. Headquartered in Jacksonville, Florida, FIS employs about 55,000 people worldwide dedicated to helping our clients solve for the future. FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index. For more information about FIS, visit [www.fisglobal.com](http://www.fisglobal.com)

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