INTRODUCING INETCO INSIGHT® SOFTWARE-AS-A-SERVICE

REAL-TIME VISIBILITY INTO SELF-SERVICE TRANSACTION PERFORMANCE— WITHOUT THE IT SUPPORT AND INFRASTRUCTURE COSTS

POSITIVE INTERACTION

The self-service channel is a critical touchpoint between you and your customers. How do you guarantee that every interaction is a positive one?

Delivering an amazing customer experience requires you to quickly identify issues that are plaguing your self-service network. The faster you can resolve failed or bottlenecked transactions, fraud attempts, or ATM cash-out situations, the more you will improve profitability and customer engagement.

The problem is real-time visibility into customer-impacting anomalies and issues comes with a price. It often requires a high level of IT support, on premise software and costly infrastructure investment. Although robust channel management and fraud monitoring software solutions exist, banks and credit unions with smaller fleets of ATMs are often challenged to rationalize these investments. Instead you have to live with risky visibility gaps, relying heavily on delayed monthly reports that identify issues too late.

WITH THE INETCO INSIGHT SAAS SOLUTION, YOU CAN:

- Instantly react when customer interactions are not completing as expected
- Speed up the detection of transaction issues, fraud attempts, and ATM cash-outs
- Improve profitability through better customer engagement
- Make a faster ROI by spending less on infrastructure and on premise software
- Reduce the burden on IT staff

INETCO INSIGHT

A way to monitor your self-service network in real-time, at a reduced burden on IT staff and lower cost of ownership

This is where the INETCO Insight® Software-as-a-Service (SaaS) solution can help. INETCO Insight SaaS is a real-time monitoring and alerting solution for financial institutions that want the benefit of immediate visibility into customer interactions. By continuously capturing customer transactions across your entire device network, INETCO Insight is able to detect potential problems related to transaction completion rates, host response issues, suspicious behaviors or devices. Customizable real-time alerts are designed to notify you of performance issues and fraud attacks as they are unfolding – not after the damage is done.

With the option to deploy this software in the Cloud, you can maximize profitability and deliver an amazing customer experience, while optimizing both your IT support time and operational costs.

For more information, visit ncr.com, or email ncr.financial@ncr.com.

NCR

INETCO Insight®

INETCO INSIGHT SaaS DELIVERS REAL-TIME ALERTS BASED ON YOUR DEVICE TRANSACTION DATA

The initial release of the INETCO Insight SaaS solution features an easy-to-use alerting module with up to 60 real-time notifications to choose from.

Examples of alerts include:

- Fraud attempts
- Lack of activity
- EMV failure
- Cash-out events
- Connection failure with authorization host
- And many more alerts to help you better manage your ATM fleet

INTECO Saas

ATM FLEET

TEXT ALERTS

EMAIL ALERTS
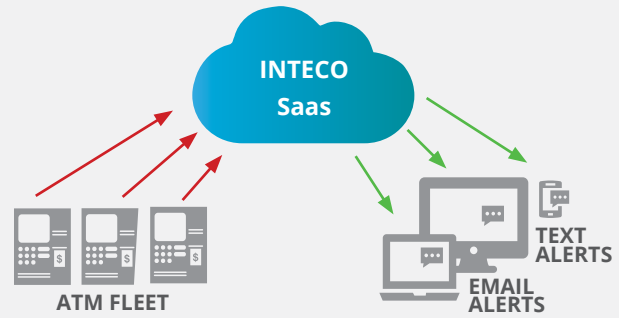
Mon 10/2/2017 11:19 AM

Cloud Alerts

NoNotesDeviceFault TransStat-TermId:10390983 Event Warning Alert - No Notes dispensed by Cash Handler due to Sensor failure or currency jam in main transport

To: John Williams

Details: 1 events in 0 seconds
Seq Num: 25668
Name: NoNotesDeviceFault
Description: No Notes dispensed by Cash Handler due to Sensor failure or currency jam in main transport
Date: 2017-10-02T18:18:41.8067.
ID: 3
Pri: Warning Alert
Type: Event

An example of a real-time email alert sent from INETCO Insight SaaS

You can also speed up your ROI by selecting the INETCO Insight SaaS modules that are most relevant to your financial institution. Choose from the following:

Real-Time ATM Alerts	Real-time alerts triggered from ATM transaction data. Examples include fraud attempts, EMV fallback, lack of activity, device downtime and cash-out events
Real-Time Switch Alerts	Real-time alerts based on data acquired from network switches, including fraud attempts, downtime, authorization request failures and performance monitoring
Transaction Search User Interface	Real-time feed of all transactions coming through a network, with extended search-ability for troubleshooting and forensics
Real-Time Dashboards and Statistics	Visualize your network in real-time with live graphs and displays, allowing rapid triaging and analysis
Analytics Dashboards	Board reporting, business analytics, and interactive data displays
Anomaly Detection and Predictive Analytics	Leverage machine learning capabilities in order to provide dynamic anomaly alerting and predictive reports
Open Data Access	Receive a framework and data dictionary in order to allow your transaction data to be accessed from other Cloud applications

WHY NCR

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

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