

## FEATURES AT A GLANCE

- Monitors, alerts and reports on ATM status
- Automatically dispatches, escalates and closes trouble tickets
- Provides extensive reports on ATM availability and service times
- Remotely issues commands to control individual ATMs
- Tracks individual ATM cash levels in real time
- Displays tickets by region, service provider, problem category and more
- Automatically prioritizes tickets for an ATM
- Provides an audit trail including every status change, service level breach and user note
- Alerts if a service provider is too slow to arrive or if an ATM is open too long
- Includes an outage adjuster to retroactively fix outage data
- Automates repetitive resolution steps including restarting communication links, or assigning and dispatching tickets to service teams

## PROGNOSIS ATM MANAGER FOR BASE24<sup>®</sup> AND BASE24-eps<sup>®</sup>

Prognosis ATM Manager simplifies ATM problem management significantly by automating the management processes involved and empowering in-house personnel to better manage and track the response of ATM service teams.

Prognosis allows financial institutions to work more effectively with third-party service providers, to recognize and address areas for improvement and ultimately to enhance their customers' experience through higher service availability.



Now jointly offered by Integrated Research and ACI Worldwide, Prognosis ATM Manager streamlines the ATM management process and offers unrivaled levels of customizability and flexibility.

PROGNOSIS  
MAKES IT EASY  
TO MONITOR THE  
MOST IMPORTANT  
ATM PROBLEMS  
BY FLAGGING  
OVERDUE TICKETS  
OR ESCALATING  
TICKETS THAT  
HAVE EXCEEDED  
DEFINED SLAs.

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## KEY BENEFITS

- **Simplifies problem management:** Automatically dispatches, monitors, updates and closes trouble tickets, which greatly simplifies the ATM problem management process
- **Provides customizable and flexible exception management:** Manages ATM problems by exception, flagging and escalating overdue tickets to conditions defined by the institution
- **Automates responses:** Provides programmed responses to specific ATM problems, freeing up human resources
- **Enables effective communication:** Bi-directional capabilities enable service personnel to remotely acknowledge, query and update tickets
- **Facilitates service-level agreement (SLA) reporting:** Produces extensive availability and service time analysis reports for SLA enforcement
- **Offers value for money:** Proven ROI with unrivaled flexibility to customize

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## AUTOMATE AND BETTER MANAGE TROUBLE TICKETS

Prognosis monitors and reports on ATM status, automatically dispatching trouble tickets for powerful business-process management. Service personnel can acknowledge or update the ticket status remotely and third-party service providers can update estimated time of arrival, add ticket commentary or query the ATM status — all without human intervention. Prognosis makes it easy to monitor the most important ATM problems by flagging overdue tickets or escalating tickets that have exceeded defined SLAs.

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## GAIN INSIGHT THROUGH DETAILED REPORTS

Prognosis generates informative and extensive reports, providing detailed analysis of availability and service times. These reports provide insight into ATM network inefficiencies, enable identification of every SLA breach and give the ability to compare performance between different service providers or regions.

Availability reports show the causes of any downtime and provide the percentage of time and total minutes an ATM (or group of ATMs) was available over a day, week, month or other time period.

Service time analysis reports highlight exceptions by ATM type or group and by service provider, providing an effective way to identify service-level breaches and to measure and enforce SLAs.

Availability reports, used to measure SLAs for customers' ATM networks, make use of business outage data. This data is adjusted to account for ATM relocations or changed operating hours.

Prognosis ATM Manager reduces resource overhead and disk consumption on the transaction servers as well as providing improved reporting. Each night, Prognosis ATM Manager ticket databases are automatically summarized. Printable and online reports are automatically created for ATM availability, service-time analysis and detailed ticket history and exceptions.

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## HIGHLY RELIABLE AND EFFICIENT

Unlike other solutions, Prognosis ATM Manager uses real-time terminal data files as its preferred data source. This avoids problems associated with relying on events, such as ATM management outages and ATM status lag times, which can result from the high volumes of messages that require processing.




Prognosis-proven real-time architecture ensures that IT personnel receive dependable real-time ATM status updates and problem alerts, and secures the highest reliability.

For a full suite overview and news, please visit [www.prognosis.com/aci](http://www.prognosis.com/aci).



ACI Worldwide, the Universal Payments® (UP®) company, powers electronic payments for more than 5,300 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software solutions delivered on customers' premises or through ACI's private cloud, we provide real-time, immediate payments capabilities and enable the industry's most complete omnichannel payments experience.

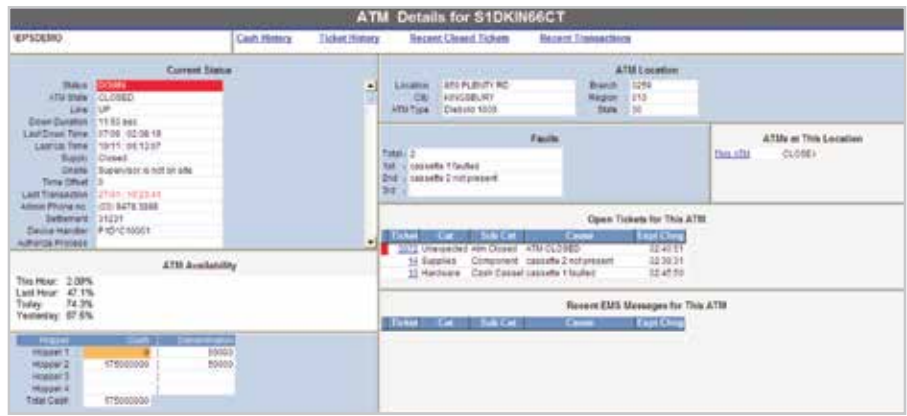
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## ABOUT IR (INTEGRATED RESEARCH)

Integrated Research, the company behind Prognosis, provides market-leading performance monitoring solutions for HP NonStop, payment networks, IP telephony environments and distributed systems.

Since its inception in 1988, Integrated Research has maintained its focus on providing best-in-class monitoring and management solutions.

Integrated Research is proud to be partnered with ACI Worldwide to deliver ACI® Payment Service Management™ to the world's largest financial institutions, retailers and processors around the world.

ACI and Integrated Research are united in creating valuable and highly differentiated solutions that will benefit their customers worldwide.

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