Going for growth

Maximising ATM margins with enhanced connectivity

The need:
Maximum uptime, minimum operational costs

Between banks divesting their ATM networks and terminals themselves becoming multi-functional, independent ATM deployers (IADs) have a wealth of avenues open to them for revenue growth.

Margins remains thin, however, so fully capitalising on these opportunities depends on maximising ATM uptime and minimising operational costs. Even as the scale and complexity of their estates increase.

The potential cost of downtime is easy enough to calculate. Lost transactions lead directly to lost revenue. Meanwhile, IADs' sites are often spread over vast geographic areas; initial site installations and subsequent maintenance visits are an expensive and time-consuming drain on precious resources.

The challenge:
Flexible connectivity and remote management capabilities

The challenges when maximising uptime are less easy to address, given the diversity of ATM locations, and include provisioning flexible network connectivity options supported by a high level of redundancy. This is ideally achieved without IADs then having to also manage multiple wired broadband and wireless vendors.

And when it comes to streamlining installations and keeping site visits to a minimum, too much time is spent configuring routers and the lack of reliable remote management tools makes it a struggle to efficiently monitor estates. The tools and insights that would enable easier installation and proactive monitoring for IADs, while also streamlining connectivity with their wider systems and those of their partners and suppliers, are beyond what non-specialist connectivity providers can support.

The solution:
TNSLink, a managed network service for ATM deployers

TNSLink is a managed network service for ATM deployers that decreases a site's network costs, increases the site's connectivity uptime, simplifies operational support, and streamlines vendor relationships.

TNSLink offers IADs superior uptime, insights and proactive monitoring and a secure end-to-end solution:

1 **Rock solid connectivity for superior uptime**

Through a combination of hardware performance and core network resiliency, TNSLink provides redundancy at every stage to ensure that your mission-critical transactions go through, every time and from any location.

Through a single provider, IADs can rely on a wide range of communications services – wired and wireless single access, wired plus wireless backup services and Dual SIM wireless options – all connecting into the TNS core network.

The result is automated failover and recovery, and the flexibility to tailor communication services to the unique needs of each individual site.

2 **Enhanced insights and proactive monitoring**

TNSLink features TNSOnline, a centralised management system that offers enhanced reporting capabilities and an array of self-help and remote support tools.

It is the gateway to TNS's proactive monitoring of ATM connectivity 24 hours a day, 7 days a week and 365 days a year, via TNS's Global NOC.

TNSOnline also features deployment support and network design tools that streamline installations and automate configurations, so every installation can be successfully completed and validated on the first try, before installers leave site.

And it features remote management tools, such as automated router diagnostic testing, that help to limit subsequent site visits and minimise estate management blind-spots.

3 Secure transactions, every time.

TNSLink is a secure end-to-end solution from the backbone network to the router and TNS is a level 1 PCI DSS certified service provider. Using secure, private connections for transport between TNS and the processor host ensures secure transmission of your transactions from thousands of global end points.

Our network is secure, and our business, policies and procedures are audited and tested by a QSA, ensuring the highest levels of security across our solutions.

TNSLink in action:
Delivering savings of 26% for a market-leading ATM provider

An innovative payments provider with more than 21,000 ATM and POS terminals across APAC, processing approximately $18b worth of transactions annually, was looking for new ways to manage their fleet more efficiently and cost effectively.

The customer should:

Quickly determine remotely if they have a **power, comms or ATM fault**

Reduce the **total cost of ownership** of connectivity to and from ATM devices **without impacting ATM uptime**

Provide **expertise to manage their network** and keep up with the **constantly changing technical requirements**

Working closely with the customer's team, TNS designed and implemented a highly secure, reliable and cost-effective, end-to-end managed network solution that could deliver immediate financial savings of up to 26%.

And with the TNSOnline portal, the company benefits from real-time insights for ATM monitoring. They can ensure the right technicians are on hand to optimise ATM connectivity and minimise downtime, which can ultimately result in quicker service recovery, higher cash availability and more revenue.

Can Your Business Afford ATM Downtime?
When ATM connectivity goes down, it costs your business money. Discover how TNSLink gives you ATM connectivity you can rely on and lowers your TCO by up to 26%.

Learn more at:
tnsi.com/atmconnectivity