

UWS Proactive
Monitoring
Manager

AURIGA
the banking e-volution

WWS Proactive Monitoring Manager

The Superior Monitoring Solution for your Self-Service Devices



WWS Proactive Monitoring Manager is a robust and proven Multi-Vendor solution providing the highest network availability for your self-service devices including ATMs, kiosks and Assisted Service Devices.

WWS delivers significant reductions in operational and technology costs while also improving system availability and business performance. As a consequence your customers will enjoy a trouble-free banking experience.

Searching for increased network availability?

Auriga's customers recognise the importance of WWS Proactive Monitoring Manager in improving their ATM network availability. Using Auriga's WWS Proactive Monitoring Manager, financial institutions typically improve their self-service network availability by a full percentage point over previous levels. For example, several of Auriga's clients have achieved 98.7% network availability as confirmed through independent testing.

Searching for enhanced operational control?

The dramatic increases in self-service automation has led to greater consumer choice and service convenience. However, these changes have also resulted in significant complexity, both in the types of devices being deployed and the business services that they provide. Without the right monitoring solution this increased complexity can easily add significant costs and unexpected service disruption. WWS Proactive Monitoring Manager provides enhanced operational control by delivering a holistic view of the entire network including hardware status, cash positions, and transactional data. In addition, the trouble ticketing system tightly monitors the responsiveness of third parties against agreed SLAs and generates immediate escalation of service violations.

Searching for significant costs savings and efficiency?

Downtime is costly, disappoints your customers, and damages your brand reputation. Unnecessary maintenance callouts are also costly. WWS Proactive Monitoring Manager has powerful diagnostics and self-healing rules that accurately pinpoint and resolve many potential service issues. If a fault cannot be resolved using an automated response the operators can use a variety of advanced diagnostics and remote commands to address the problem. In cases where onsite maintenance is required the WWS system can automatically generate the engineering dispatch message. Trouble tickets are automatically created for all abnormal events and all automated and manual remedies are tracked and full incident management reporting provided.

Need to protect existing infrastructure investments?

WWS Proactive Monitoring Manager has been designed for easy deployed to protect and complement existing legacy systems. The "Agent-Server architecture" is ideally suited for easy integration with third party ATM applications and the bank's existing environment. Standardised connector components simplify the integration of WWS Proactive Monitoring Manager with a variety of systems including cash forecasting, asset management applications, and centralised data warehouses.

Searching for stronger confidence in your Monitoring Supplier?

Auriga has a consistent track record of completing projects on time and within budget. Auriga's customers benefit from our proven delivery expertise through a variety of innovative migration-friendly pricing models that eliminate their upfront costs and only reward Auriga once they are in production. In addition, Auriga has direct experience in delivering multi-vendor ATM monitoring services in its domestic market. The operational experience gained through this service consistently drives new product innovations, as does the active sharing of best-practice procedures with our customers.

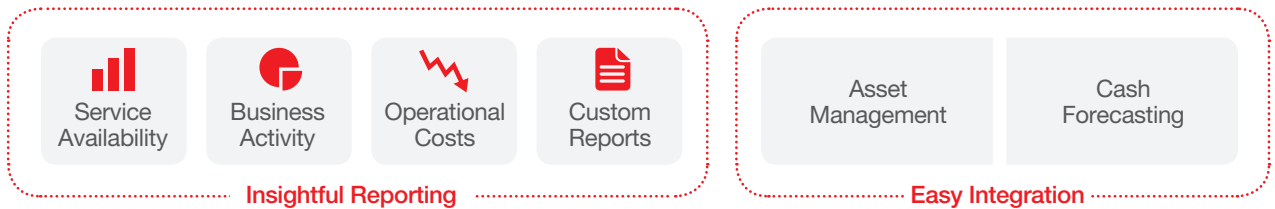


A Full-Service, Modular Solution

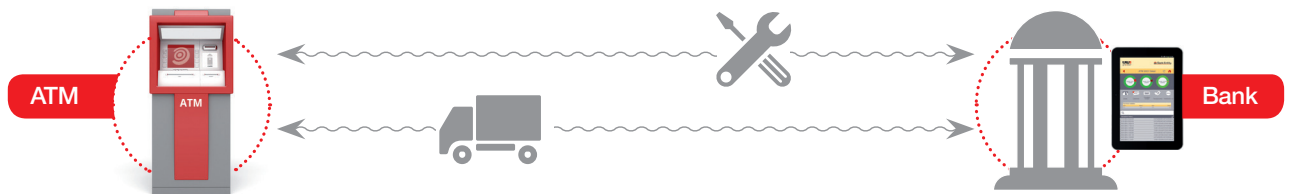
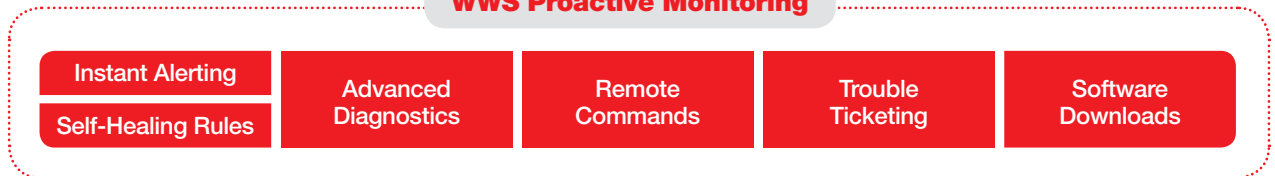
WWS Proactive Monitoring Manager provides an integrated and consistent operational platform for all self-service devices including Bank Branch based Assisted Service Devices, Deposit Solutions, Cash Recycler Solutions, and the offsite and Branch ATM Estates. The solution is designed using an “Agent-Server architecture” whereby a monitoring agent located on the ATM provides real-time device and transactional information to the server application and executes various operational and software download commands received from the server application.

Extensive on demand reporting information is provided using a combination of on screen displays and exportable files in XML, PDF or Excel format. For example, ATM performance reports provide summary and detailed information about each ATM in terms of its availability, the ATM workload in terms of peak and average transaction throughput, and tickets generated.

Banks can deploy any combination of WWS Proactive Monitoring Manager capabilities to augment or replace their existing infrastructure to optimally balance their functionality, time to market and investment objectives.



WWS Proactive Monitoring



True Multi-Vendor Solution

Auriga is a vendor independent software provider and is fully committed to providing true multi-vendor ATM monitoring solutions. WWS has been independently certified on a comprehensive suite of ATMs, deposit, and cash recycling machines. Auriga is continually engaged in terminal certification for an increasing range of vendors and models covering cash only devices, deposit, recycling, kiosks, and sophisticated multi-function devices. The coordination of the certification is typically a joint effort with the ATM vendor’s engineers often participating in the testing alongside the Auriga team.

With WWS Proactive Monitoring Manager banks and financial institutions can enjoy complete peace of mind and freedom when selecting the hardware devices that best support their business goals. The superior operational performance of WWS is assured regardless of the size of the network or the mixture of ATM hardware involved.



Features at a glance

WWS Proactive Monitoring Manager provides an extensive and proven suite of automated monitoring, diagnostic, and self-healing features that maximise business continuity and the ease of operational use. The diagnostic power of WWS combined with a range of automated and operator initiated resolutions results in dramatic reductions in costly downtime and the need for onsite maintenance.

Comprehensive Monitoring

Multi-Vendor Self-Service Management services including:

- ✓ Holistic and Accurate Reporting
- ✓ Transactional Monitoring
- ✓ Flexible Alarms Management
- ✓ Statistics & Graphics
- ✓ Remote Operations Management and commands
- ✓ Trouble Ticketing System
- ✓ Device Monitoring
- ✓ Self-healing Rules

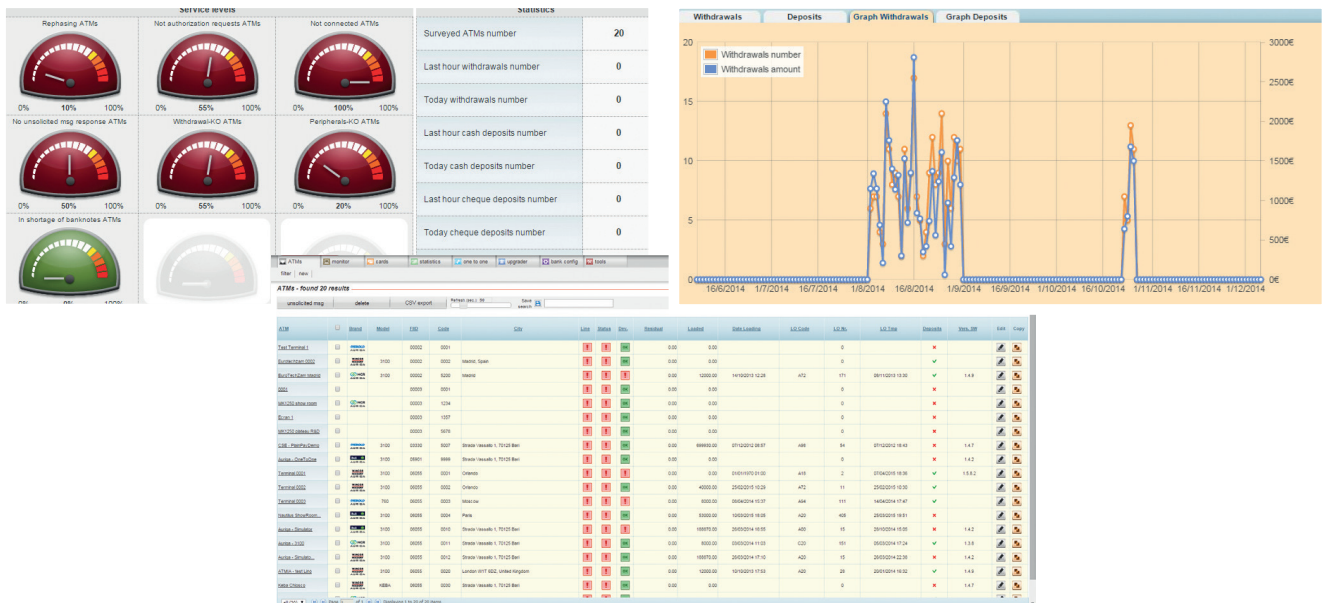
Value-add Options

- ✓ Complete Terminal Inventory Management
- ✓ Electronic Journal Retrieval and Viewing
- ✓ Real time Tracking of Maintenance Activities
- ✓ Software Downloads & Release Management
- ✓ Self Service Terminal Driving
- ✓ Preventive Maintenance



Intuitive and easy to use

The WWS Management Console is ergonomically designed and makes extensive use of tabular and graphical information displays. System users are fully aware of the operational and business performance of the entire network at all times. Any combination of user roles can be configured to ensure that all users have immediate access to the information and services they need for success. Non-technical users can easily master the dashboard displays and reporting thereby freeing the operational specialists to focus on the more advanced management services.



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