

WINCOR NIXDORF PERSPECTIVE

Setting secure standards

*By Uwe Krause, Director Global Marketing,
Wincor Nixdorf*



Automated teller machines are widely accepted by today's consumers, whose trust in these systems is determined by the level of security that safeguards each transaction. Unfortunately, this security is constantly being challenged by high-tech thieves who are targeting not only self-service machines, but also the cash supply chain, with increasingly clever methods and tricks.

Two specific areas deserve our attention when it comes to security: the transportation of cash cassettes, and the ATM components typically targeted by thieves and vandals.

Securing and affording cash logistics

Transporting cash has traditionally been a source of great risk. European cash-in-transit (CIT) providers are the victims of 1,300 attempted robberies every year. Approximately a third of these attacks occur while an ATM is being replenished, but more than half target the CIT vehicles themselves. Furthermore, there is the potential for attacks during the transportation of cash containers between

banks and retailers – the dangers of which are known by industry insiders as 'pavement risk'.

In addition to the security of cash, the high cost of cash logistics is also an important issue within the industry. A few weeks ago, representatives of CIT companies and banks met at the *European ATMs 2011* conference in London, where they voiced agreement that standardised note storage concepts would considerably simplify processes in the cash supply chain.

Intelligent banknote storage with inking technology

Wincor Nixdorf placed a special focus on designing secure and intelligent cash cassettes along with integrated security solutions when it developed the new generation CINEO systems and cash cycle management solution concept. The resulting intelligent banknote storage and integrated inking technology makes cash transport and storage more secure and transparent.

The cash cassettes in the CINEO system can be used in the cash systems of both banks and retail companies, thus enabling secure cash transport between all points in the cash cycle. If a cassette is stolen during a robbery or opened by force for any other reason, an ink staining system sprays the banknotes in the cassette, through the use of an explosive charge. Banknotes stained in this way are useless to the criminals, whereas the owner can exchange the stained banknotes for new ones at the central bank.

Wincor Nixdorf now also offers an inking technology that was developed in-house and is completely integrated into its intelligent cash cassettes. The benefits of this solution include both a higher degree of banknote staining – more than 20% – and a drastic reduction in the rate of false triggers. It also has intelligent communication between hardware, software and inking technology. Furthermore, the system only requires maintenance every four years, and the ink tank is replenished easily without the need for a technician. In this respect the system design is



comparable to service and maintenance concepts for home printers.

Electronic cassette security and flexible options for configuring the cassette mode mean that certain types of criminal manipulation are now impossible. For example, the cover is monitored to prevent unauthorized attempts to open the cassette. A timer can be set for the latest possible time by which the cassette must be docked to a secure system, such as an ATM or a system for automatic cassette replenishment. If the cassette is not docked in time, ink staining is triggered automatically.

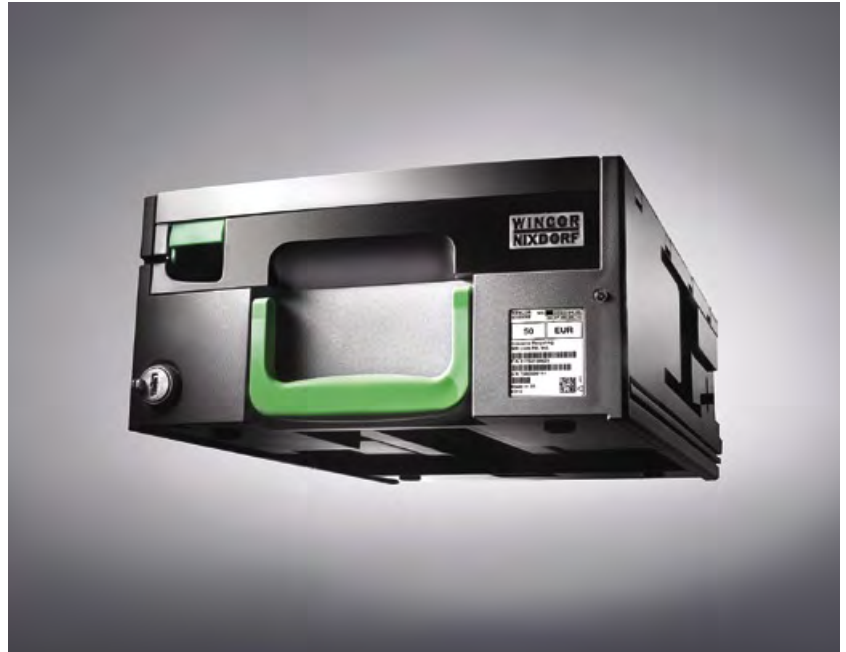
Furthermore, the new CINEO system is a response to the industry's need for cost efficient cash solutions. Wincor Nixdorf's exchangeable cassettes are used for transport and replenishment of banknotes between cash points in a closed cycle. In designing this integrated solution, Wincor Nixdorf collaborated with Giesecke and Devrient to develop a processing system that automatically replenishes note storage units in the cash centre. Cost reductions of 20% or more are easy to achieve – along with improved transparency and optimised processes.

Detecting and preventing fraud at the ATM

Of course, self-service terminals themselves are also prime targets for criminals. In the first half of 2010 alone, more than 1,000 ATMs were burgled – with attacks involving extreme force and even the use of explosives – resulting in losses of more than €16 million, according to statistics from EAST (European ATM Security Team). The ATM is the second most prevalent target selected by thieves, and the rate of manipulation in particular through skimming or cash trapping has continued to rise.

Wincor Nixdorf is giving special attention to these kinds of attacks, which involve tampering with the customer panel on ATMs. The new CINEO system generation features an integrated solution known as the Optical Security Guard. This product not only detects skimmers, but can also recognise any manipulations affecting the dispenser, the keypad or the magnetic card reader, and any devices attached to the machine by thieves. The Optical Security Guard is the ideal supplement to the Anti-Skimming II Module to deliver the best protection against attacks.

Wincor Nixdorf was one of the first manufacturers to focus on security for ATMs and to counter fraud in the self-service segment. Today the company



even offers to retrofit solutions specifically designed to safeguard against skimming. As early as 2003, Wincor Nixdorf received an award from the ATM Industry Association (ATMIA) for the first anti-skimming solution ever developed. Since then it has continued to create innovative solutions to prevent skimming. Its latest Anti-Skimming II Module detects skimming devices and then triggers a silent alarm while initiating other actions such as video monitoring. It also emits an interference field that prevents sensitive card data from being read. Ultimately, the solution's advantage is that it enables service to customers to continue uninterrupted while it simultaneously repels skimming attacks. ■

**WINCOR
NIXDORF**

