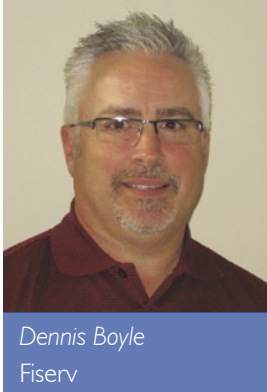


**FISERV PERSPECTIVE**

# Powerful advantages in managing the self-service channel



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## **Self-service? Yes, please!**

Self-service devices were once considered to be a nice way for a select segment of customers to conduct transactions. But the proliferation of ATMs, kiosks, currency dispensing units and POS devices across many consumer facing industries has meant that offering a robust self-service channel has now become a necessity for many organisations. Beyond offering consumers the convenience they crave, self-service technology provides institutions with an opportunity to shift transactions to a lower-cost channel.

In order to offer the best possible self-service customer experience and minimise its costs, an organisation must have the business intelligence, technology and tools to keep its self-service devices operational.

One way to do this is to predict future events accurately. If an organisation can predict when a machine needs maintenance or replenishment, it can be more proactive, not to mention minimise downtime that could very well send customers and revenue to a competitor's machine. In the case of a fault or unexpected event, technology can also accelerate awareness of problems and work within business rules to determine how best to resolve the issues.

## **How can device availability be balanced against the cost of doing business?**

Some devices, at certain times of the day or week, offer more revenue potential than others. For that reason it is important to know the value of each device at any given time. Analysing fault data in tandem with transaction data helps prioritise servicing for units based on expected return.

This enables organisations to focus attention on devices that are out of service during peak hours rather than wasting resources on devices that are out of order outside of peak times. Having an understanding of the potential loss of revenue due to downtime by time-of-day and day-of-week can help improve decisions about structuring SLAs and contract hours, and better control the cost of doing business.

Furthermore, organisations with multiple devices at their sites benefit from understanding the status of each device in relation to others at the same location. By knowing the capacity and inventory across an entire site, deployers can dispatch service requests based on the state of a group of devices rather than the individual unit. This can help lower costs by eliminating unnecessary service calls during times at which transaction volumes are low and when there are other operational devices on site to fulfil demand. In such situations, service costs can be minimised by holding service requests until site device outage thresholds are surpassed.

## **What are some best practices for managing service provider SLAs?**

Best practices for managing SLAs include the ability to send dispatches automatically to different vendors based on the type of fault, the time-of-day/day-of-week and preferred method of contact (including email, IVRU, SMS and EDI). This means that service requests get to contractors faster and with all the relevant details they require to make specific repair decisions.

Furthermore, bidirectional messaging with service providers is advantageous as it enables them to acknowledge a dispatch, communicate ETA, and provide on-site and repair details that facilitate SLA adherence. Setting business rules within the technology can facilitate issue escalation when

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SLAs are not met. Tools that manage contractor relationships as well as their work are essential to ensure that productivity and accountability are maximised while costs are controlled.

### What are the 'must-have' device management functions?

To manage a network of self-service devices efficiently requires technology that is configurable at the individual device level, enables devices to be grouped and is able to forecast activity by device, time-of-day and day-of-week. Additional functionality that can enhance cost control and uptime includes:

- Proactive and predictive maintenance – the ability to create service requests based on the number of transactions that have occurred since the last failure and to predict when minor faults may become bigger issues by looking at the recent history of devices;
- Fault thresholding – the ability to request servicing based on the number of incidents of a fault occurring over a predefined timeframe, as well as to change the level of service based on the number of occurrences in recent history;
- Commands – the ability to send start, stop, reset, and other commands remotely to a device in an attempt to bring the device back online and avoid the need for a service request;
- Site management – the ability to dispatch service based on the availability and number of outages within a group of machines;
- Transaction management – the ability to tell when a device has not completed a transaction within a specified amount of time, and to proactively manage cash outs and cash replenishment requests based on transaction volumes and CIT lead times, in addition to the cash low/out faults generated by the hardware.
- Fault management – the ability to manage faults at the host level or device-native level, for example, by processing NDC messages as well as passing on the mtext to service providers to help them understand more clearly the issue at the device prior to their arrival at the site.

Having up-to-the-minute access to device data provides the business intelligence that fuels strategic focus and facilitates cost control. The ability to report on all aspects of a service request means that logs are kept for all incidents, along

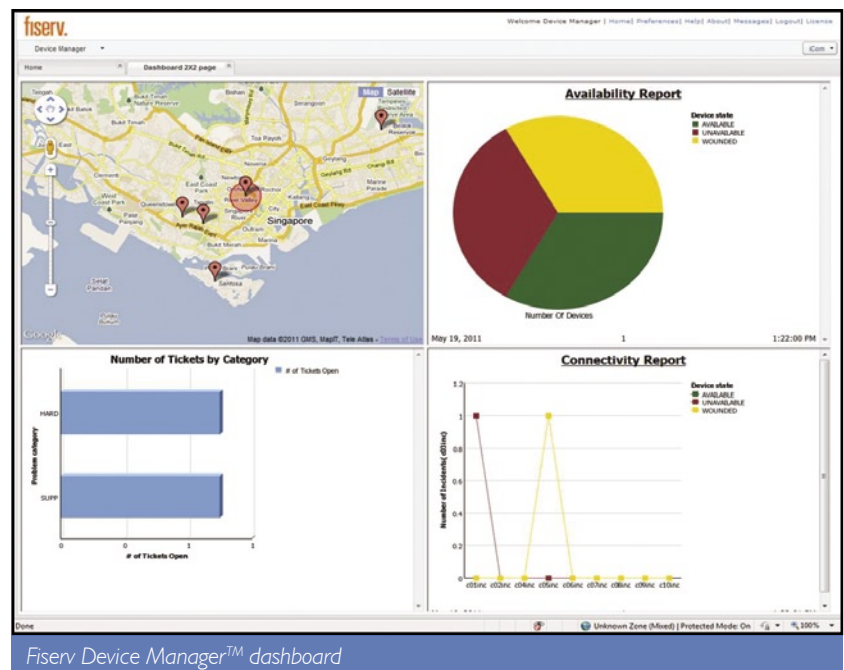
with tickets, which help increase efficiencies and report the status and availability of devices as well as the activities of service providers. With this level of detail, issues can be identified more quickly, minimising the chances of excessive downtime and increased costs.

Dashboards and reports that show key performance metrics throughout the day enable organisations to get the information they need at a glance so that they are able to make quick decisions.

### What should a self-service device owner look for in device management technology?

Self-service device management technology should maximise the profitability of a network using up-to-the-minute data and business intelligence, and automate the end-to-end process from problem detection to resolution for an organisation's entire self-service network.

**Up-to-the-minute device data provides the business intelligence that fuels strategic focus and facilitates cost control**



Solutions such as Device Manager™ from Fiserv can effectively manage the availability of self-service channel devices from automated fault detection and service provider dispatch through to tracking and escalation. Furthermore, it provides the key device and transaction-level data that simplifies operations and maximises self-service profitability. ■

For more information go to [www.fiserv.com/cashandlogistics](http://www.fiserv.com/cashandlogistics) or email [Dennis.Boyle@fiserv.com](mailto:Dennis.Boyle@fiserv.com)

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