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PRESS RELEASE

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ATM software underpins self-service optimisation strategies

Banks are selecting software to maximise the efficiency and functionality of their ATMs

Deployers increasingly aware of the advantages of multivendor set-ups

Profiling nearly 40 operators across the world, RBR's *ATM Software 2023* study examines some of the key decision-making processes behind ATM software procurement. The study shows that the majority of the banks surveyed have now separated ATM hardware from software purchasing, and are opting for multivendor set-ups that allow them to secure better pricing from a competitive hardware market, support advanced ATM functionalities, and maintain unified platforms across hardware from multiple manufacturers – a key requirement for many of the profiled deployers.

Some banks nevertheless continue to choose to buy ATM software and hardware from the same vendor – either as part of a package, or separately – which can save both time and money. Suppliers may offer attractive package deals that can be rolled out immediately, leading to lower licensing and development costs, and potentially fewer integration problems than with multivendor solutions, which may not always run smoothly out-of-the-box on all hardware.

Advanced software facilitates more sophisticated authentication

As banks seek to optimise the self-service channel, they require software platforms that can support increasingly sophisticated authentication methods and are procuring solutions with this in mind. Alternatives to standard chip and PIN authentication, such as contactless and NFC withdrawals, are becoming increasingly common. A growing number of deployers are also offering pre-staged withdrawals, where customers can schedule the transaction on their mobile banking app and then perform it using a one-time passcode or a QR code.

The research shows that biometric authentication is less common, with banks concerned about the high cost of implementation and customers' reluctance to share biometric data. This functionality has seen widespread adoption in certain markets, however. Banks in Brazil, for example, report that biometric authentication is now used for virtually all ATM transactions.

Transaction and predictive analytics ensure smooth operation

Managing and monitoring ATM networks is key to providing a seamless customer experience, and software has a crucial role to play. Deployers frequently utilise dedicated solutions to monitor ATM uptime, device status, cash usage, and levels of consumables including printer paper and ink. A growing number have also been introducing transaction and predictive analytics to review previous ATM activity and troubleshoot potential problems. Some banks choose to outsource the management of their ATM networks, while others keep it in-house.

Mandy Eagle, who led RBR's *ATM Software 2023* research, remarked: "*Deployers are increasingly seeking to optimise their ATM networks, and software is a key consideration in this strategy. They are choosing solutions that can support advanced functionalities, and identify issues that threaten smooth operation, with the ability to run on any hardware often also an important requirement. Software suppliers are adapting to meet these evolving expectations*".

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Notes to editors

These figures and insights are based on RBR's study, *ATM Software 2023.* For more information about this report or to discuss the findings in more detail please email Mandy Eagle (mandy.eagle@rbrlondon.com) or call +44 20 8831 7321.

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