



## COMMANDER™ OPERATIONS SUITE

# BENEFIT FROM A 360° VIEW OF YOUR ENTIRE CHANNEL

A leading-edge self-service tool designed to centralize the management of your Windows®-based self-service network, COMMANDER™ Operations Suite delivers an unprecedented level of detailed information critical to asset management, intelligent deposits management and timely claims resolution. Use the information to drive proactive change, to make informed operations and procurement decisions as well as to ensure compliance in a dynamic environment with evolving regulatory and security mandates. COMMANDER Operations Suite can be configured with COMMANDER Marketing Suite modules to provide additional value and efficiencies such as dynamic campaign groups.

COMMANDER Operations Suite utilizes multi-vendor compatibilities and a modular approach to easily integrate into your long-term strategy. Open framework makes it easier to manage content and your self-service network. Plus, historical change tracking on device data reveals what changed and when – giving you high visibility to your entire channel.

### DRIVE EFFICIENCIES WITH SCALABLE SOLUTIONS TO COMPLEMENT THE SELF-SERVICE EXPERIENCE



#### **ASSET MANAGER** **REAL TIME INVENTORY OF HARDWARE** **AND SOFTWARE DEVICE DETAILS**

Deliver a centralized and comprehensive view of terminal configuration and capabilities without a site visit. From the highest to the lowest level of detail (PC hardware, installed software, firmware and system details) items can be searched instantly and reported for planned maintenance and upgrades. Able to work on any Windows-based self-service terminal.



#### **SOFTWARE MANAGER** **KEEP YOUR SOFTWARE STACK UP TO DATE AND YOUR** **NETWORK SECURE AND AVAILABLE**

Remotely dispatch OS security patches and application updates to optimize software performance and ensure uninterrupted service. By managing a fleet's desired state, it will notify when it is out of sync and remotely detect, repair, install or update to match the managed policy. Advanced identification and tracking abilities empower financial institutions with the knowledge of knowing exactly what is at work—and where—within a system.

We've got a solve for that.™

# WITH THE ACQUISITION OF PHOENIX INTERACTIVE, DIEBOLD HAS STRENGTHENED ITS END-TO-END SOFTWARE AND SERVICES.

## **TROUBLE SHOOTING MANAGER QUICKLY RESOLVE CUSTOMER INQUIRIES FOR RELATIONSHIP BUILDING EFFICIENCY**

Automatically store all electronic-journal data in a secure database for quick, easy access. By eliminating the need for manual intervention, it simplifies processing and speeds resolution for specific ATM transaction queries; which translates to increased operational efficiency and improved customer service. Additionally provides Windows log file archiving to comply with PCI- DSS Sec 10.

## **DEPOSIT MANAGER\* MANAGE AND SECURE SELF-SERVICE CHECK AND CASH DEPOSITS FOR RAPID CLAIM RESOLUTION**

Consolidate detailed information including receipt images for every check and/or cash deposit attempt and search based on multiple parameters or combination of parameters including customer ID, check number, amount, time of day, successful, cancelled, failed, etc. Hardware performance as well as check acceptance rates—right down to low level reasons for failure—are now centrally available. Deposit Manager also provides secure check image transfer from the ATM to the appropriate end points.

WE'RE MAKING IT EASIER THAN EVER TO CONNECT PHYSICAL AND DIGITAL TOUCHPOINTS TO CREATE SEAMLESS, EFFICIENT CONSUMER EXPERIENCES. **CONTACT YOUR DIEBOLD REPRESENTATIVE TODAY.**

\* Requires VISTA Intelligent Deposit