Vynamic® View Availability Manager

Reduce On-Site Technician Visits and Increase Uptime.

Self-service devices are becoming far more complex than they once were. Networks today consist not only of self-service terminals, but assisted-service devices and mobile devices. Software upgrades are happening more frequently than ever, and multi-vendor networks are the norm, not the exception. New technology and evolving consumer behavior is crashing up against legacy infrastructure and limited back-end visibility.

Vynamic View Availability Manager provides you with an up-to-date, fast and detailed overview of your system availability in a user-friendly HTML interface. It visualizes in map form, on demand, the current availability status of the entire managed network (self-service, assisted-service, branch/store peripherals, mobile devices — nearly any device with an IP address) and lets you manage them remotely from a monitoring center.

KNOW WHAT IS — OR ISN'T — WORKING IN YOUR NETWORK

With several thousand different events that can occur on your network — such as 'cash jam,' 'host connection offline,' or 'out of printer paper' — operators face the daunting task of keeping their terminals in service and running 24/7. Vynamic View Availability Manager is able to identify those fault messages, and process each one quickly and seamlessly, so the machine can get back to working order. Reported events include:

- Hardware problems
- Resource levels and operator-intervention events
- Operating state (e.g. in service/out of service) of complete devices as well as their single components
- Transaction messages

REMOTE OPERATIONS FOR IMPROVED PERFORMANCE

Utilizing remote status monitoring and notification for real-time problem detection, diagnosis and resolution, Vynamic View Availability Manager enhances terminal performance by:

- Analyzing root causes
- Validating system configuration
- Conducting remote smart diagnostics
- Performing automated remote actions like reboots and hardware resets

MINIMIZE SERVICE TIME AND COSTS

With remote diagnostics and repair, Vynamic View Availability Manager dramatically reduces the frequency of service calls and can shorten response times to a matter of minutes. It performs activities such as device testing, re-configuration and software restarts as if there were a technician onsite.
And, when device faults do require on-site technician assistance, preliminary diagnostics ensure efficient service calls. The typical process includes:

- Business-rule-based automatic reactions
- Automatic notification of stakeholders, including escalation handling
- Self-recovery routines for most common issues

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TRANSACTION MONITORING ENABLES OVERALL SERVICE PERFORMANCE ANALYSIS

Terminal downtime may not be due only to hardware or software problems. Sometimes transactions are not executed due to a physical limitation at the terminal location or on the terminal itself. Monitoring transactions is very useful for terminal performance analysis to understand how the fleet is performing. Vynamic View Availability Manager offers the most complete view of your network:

- Real-time transaction events
- Monitoring of transactional behavior and alerting of anomalies
- Analysis of transaction journals
- Transaction statistic information

BENEFITS

- Increases the availability of the network, providing a better consumer experience
- Achieves higher availability with standardized methods
- Agent-based monitoring helps capture a highly granular and detailed status of all fleet assets
- Reduce cost by high-degree process and service automation
- Timely detection, fast resolution and optimal uptime
- Reduce service dispatching cost by remote repair

FEATURES

- Event monitoring
- Remote operation
- Smart diagnostic
- Standard reporting and analysis capabilities
- Job and rule management
- Process automation
- Multi-vendor, multi-device management
- Multi-client capability
- Information hub
- Cash level monitoring
- Strategic decision support with business-related dashboards and reports
- Enterprise architecture for handling of large networks with thousands of end points and up to 300 concurrent users
- Recognize potential failure through event pattern correlation and analysis

CONNECTIVITY

Able to connect to any machine running Microsoft®, Linux®, or any embedded OS that supports SNMP (Simple Network Management Protocol) messages.

DIEBOLD NIXDORF VYNAMIC SOFTWARE

Vynamic Software is a powerful software portfolio that enables financial institutions to eliminate friction to transform the user experience and the operation. Flexible and adaptable, DN Vynamic Software is built to align with how financial institutions operate and are bundled to support the modern banking environment including channels, payments, engagement and operations.

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