Breaking the Availability Barrier: Inside the Latest Self-Service Monitoring Capabilities

Availability of self-service devices is the number one aspect financial institutions (FIs) would improve if they could. But the truth is that many FIs don't have the level of insight to properly identify and address issues; and without automation, it's nearly impossible to get an ATM network above 98% availability. We spoke to Robert Daniel, Vice President, ATM Principal Product Owner at Fifth Third Bank, and our own David Ober, Global Operations Solutions—Software SME, about how device monitoring can ensure higher availability, superior customer experience and increased efficiencies.

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Q&A

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It just takes one bad experience for a customer to look elsewhere to complete their banking needs. Proper key performance indicators (KPIs) should be tracked on an ongoing basis to better understand the impacts that your performance has on customer satisfaction.

HOW IMPORTANT IS IT TO INTEGRATE MONITORING WITHIN THE OVERALL BANKING ENVIRONMENT?

Monitoring devices in real time is key; otherwise, FIs run the risk of customer dissatisfaction due to downtime or devices not functioning correctly, leaving their cardholder with a bad customer experience, or, worse, a negative impact to the brand.

Approximately 25% - 30% of all dispatches have the potential for some level of automated remote resolution. With the implementation of remote resolution and enhanced diagnostics tools and reporting, unnecessary site visits can be dramatically reduced, thus reducing overall service expenses and increasing customer availability and satisfaction.

HOW HAS REMOTE RESOLUTION CHANGED THE GAME?

Remote resolution is critical if the FI wants to be able to identify and resolve issues quickly, easily and cost effectively. The days of potentially waiting several hours for a technician to arrive onsite to resolve an issue are gone. Remote resolution allows an FI or their service provider to act on real-time alerts through automation and self-diagnostics to minimize downtime.

I believe it is very critical to have proper KPIs in place to monitor customer exceptions, and to use those data points for root cause analysis and issue resolution. Once the proper KPIs are developed, the data can then be used for proper analysis to eliminate the exception from happening in the future through remote resolution and automation.

HOW SHOULD FIS LEVERAGE ALL THIS ADDITIONAL DATA TO DRIVE AUTOMATION?

Analyzing and leveraging self-service data that is captured 24/7 from all devices allows for an understanding of what is actually happening in the fleet. Using analytics to automate responses to events is a key principle for a successful proactive and predictive monitoring strategy.

ATM monitoring and management has migrated from being very reactive to a more predictive and proactive management style that prevents problems from occurring in the first place. With the added focus on remote resolution, FIs have the ability to resolve issues faster, and with the addition of enhanced diagnostics being sent to service vendors on a real-time basis, we have seen increased availability, reduction in out-of-scope service calls and a decrease in overall service dispatches.

WHAT DO YOU FIND MOST INTERESTING ABOUT HOW MONITORING AND MANAGEMENT HAVE EVOLVED OVER TIME?

Monitoring has truly evolved over the years from a purely reactive process where issues are resolved after the fact to a truly proactive and predictive maintenance strategy where issues are resolved before major downtime can occur. Add to that the ability to do other functions like tracking assets or file distribution and the concept of "just" monitoring morphs into what I like to call holistic availability management.

Over the past several years, many banks and FIs have consolidated branch locations and are driving customers to use more automation to reduce costs. I believe that over the next couple of years, consumers will want to process all their transactions within the self-service channel. This means that it will be even more critical to ensure that ATMs are available for customers 24x7 to ensure that they can complete their banking needs whenever and wherever they need to.

WHAT IS THE NEXT BIG STEP IN THE EVOLUTION OF ATM MONITORING AND MANAGEMENT?

In my opinion, cloud-based monitoring is where the industry should be and seems to be trending. The ability to save time and lower costs all while delivering more reliable services faster and easier is a blueprint that I see all FIs demanding as their banking environments continue to evolve. A monitoring platform, coupled with AI-powered analytical capabilities (such as those of DN AllConnect℠ Data Engine), define a new standard for the remote management of a self-service fleet.

THE TAKEAWAY

Device monitoring can determine potential solutions in real time and even take preventative actions before the rest of the system has logged an issue. The technology produces a wealth of data about a device network's performance and uptime that savvy institutions can use in a variety of creative, value-added ways to improve operational efficiencies. Discover the cost savings and unsurpassed uptime that's possible with the latest in **monitoring options from Diebold Nixdorf**.