# Remote Management to Keep You Compliant

Keeping your ATM/ITM fleet up and running and available for customers is a top goal. It is also imperative that equipment maintenance not take your team off the front line or impede your customer service.

**Patch Management**

**Remote Diagnostic**

**Electronic Journaling**

**Marketing Screens**

## WORLD CLASS SERVICE

## 92.8

### RATING

*Net Promoter Score (NPS®) has become the international standard for measuring customer satisfaction levels. NPS® is based on the question "How likely are you to recommend us to a friend or colleague?" A score of 70+ is considered World Class.

*Up to 1 million new malware attacks are released everyday, leaving your investment vulnerable to costly disruptions.*

PCI-DSS recommends that ATMs undergo regular operating system updates in order to ensure optimum security when it comes to payment card data and ATM usage. With NuSource Financial's NuView Remote Management, financial institutions have the option of signing up for our Standard Patch Management Services, or our Remote ATM Management Service (NuView). Patch Management Services protects our customers from supplementary costs associated with PCI-DSS compliance, allowing them to put their focus back on gaining market share and a competitive advantage.

**These periodical services are vital to the functionality of your equipment and can be done with minimal interruptions with our NuView modules.**

# Save Nearly 15 Hours of ATM Availability

All remote patches are delivered during non-peak hours. Once the download is complete, the ATM is reset and brought back live. The process does not require an on-site technician visit and takes a fraction of the time.

## NuView Modules Keep You Compliant, Operating and Available.

- ✔ Minimize the cost of maintenance staff and technicians
- ✔ Increase ATM/ITM uptime
- ✔ Protect customers

### Patch Management
Patch Management maintains your PCI-DSS compliance with quarterly Microsoft security patches.

### Remote Diagnostic
Remote Diagnostic allows operational issues to be diagnosed and repaired remotely.

### Electronic Journaling
Your electronic journals are uploaded automatically so that you can view, download, and run reports - all from the dashboard, in real time.

### Marketing Screens
Do you have a special advertisement or branding you'd like to see included on our ATM/ ITM screens? These custom advertisements you create can be manage remotely on any or all of your machines.

## NuView Network Alert Process Flow



Flowchart:
- ATM NETWORK FAULT → NOC RECEIVES FAULT FROM NETWORK → NOC REVIEWS ALERT AND PERFORMS REMOTE DIAGNOSTICS TO RESOLVE ALERT → RESOLVED REMOTELY?
- ATM NETWORK FAULT → CUSTOMER (FI) RECEIVES NETWORK FAULT ALERTS
- RESOLVED REMOTELY? — YES → FAULT CLOSED AS RESOLVED AND NOTIFICATION SENT TO DESIGNATED
- RESOLVED REMOTELY? — NO → WHO IS FIRST LINE (FL)
- WHO IS FIRST LINE (FL) — FINANCIAL INSTITUTION (FI) → NOC SENDS NOTIFICAITON TO FI → RESOLVED BY FI?
- RESOLVED BY FI? — YES → FAULT CLOSED AS RESOLVED AND NOTIFICATION SENT TO DESIGNATED
- RESOLVED BY FI? — NO → FI REQUESTS SERVICE THROUGH NUSOURCE DISPATCH PROCESS → DISPATCH
- WHO IS FIRST LINE (FL) — NUSOURCE → NOC ESCALATES TO NUSOURCE → NUSOURCE REMOTE RESOLVE REVIEWS DURING BUSINESS HOURS ATTEMPTS TO RESOLVE → RESOLVED REMOTELY?
- RESOLVED REMOTELY? → FAULT CLOSED AS RESOLVED AND COMMUNICATED TO THE CUSTOMER
- RESOLVED REMOTELY? — NO → DISPATCH

**Network Operation Center (NOC) Hours of Operation**

SUN. – SAT. 7AM – MIDNIGHT CST

SLA: < 30 MINUTE RESPONSE
< 60 MINUTE RESOLVE OR ESCALATION