

# ATMwatch

## ATM device status monitoring

*Alaric's ATMwatch is an advanced solution for monitoring the device status of networks of ATMs, enabling enhanced profitability & improved fraud prevention and detection.*

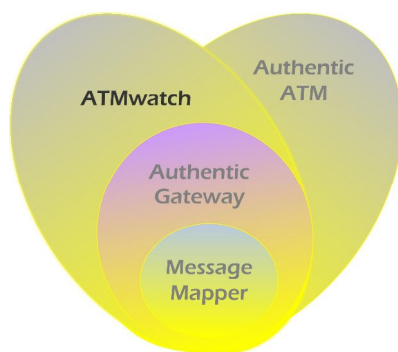
### ATMwatch

An advanced, Java-based solution, ATMwatch can be deployed in parallel with an institution's or processor's existing card acquiring and routing technology to complement rather than replace such a system.

ATMwatch is non-intrusive and does not require changes to be made to client's the incumbent systems.

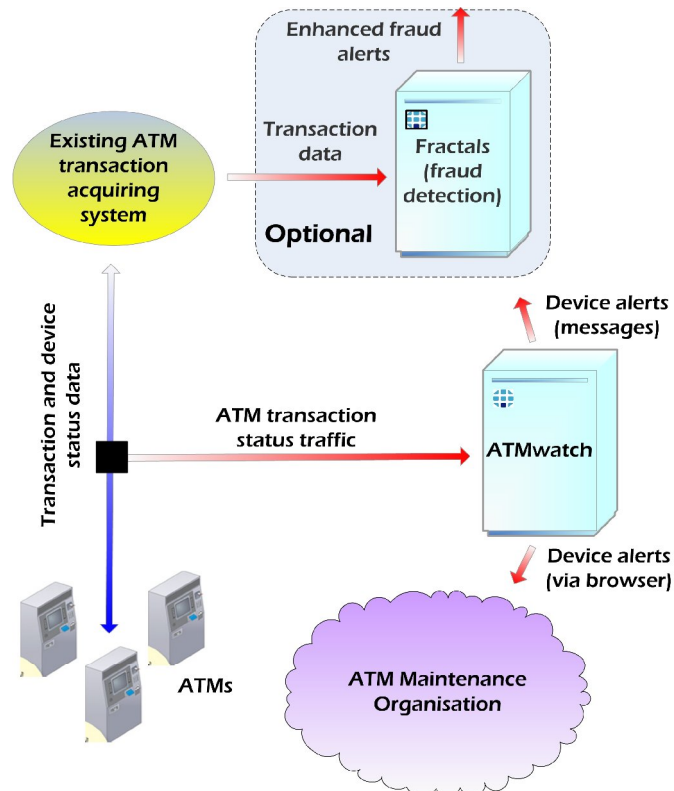
### Business need

Institutions and processors operating networks of cash machines need to monitor the uptime and availability of their ATMs in order to maintain high levels of customer service and



to maximize transaction throughput and hence transaction fees.

Many organizations have long established systems driving their ATMs which, while highly effective from the point of view of acquiring and routing financial transactions generated at ATMs (e.g. withdrawals, balance enquiries, bill payments), are less than



effective at monitoring the hardware status of the ATMs themselves and their component devices.

### What ATMwatch does

ATMwatch enables an institution to greatly enhance its cash machine monitoring capability by deploying ATMwatch in parallel with the institution's existing acquiring system.

An added benefit of ATMwatch is that it can provide ATM device status information to a customer's fraud detection system, enabling improved ATM fraud detection.

### How it works

Alaric's ATMwatch works by having ATM transactions routed to it via a hardware routing device which listens in on the ATM communications stream, passing transactions to both

the transaction acquiring system and ATMwatch.

ATMwatch's device monitoring and alerting screens are all browser-based to facilitate remote monitoring if required.

ATMwatch can then route alerts to the institution's or processor's maintenance organization which can immediately tell when a device has a problem and can dispatch an engineer to resolve the problem.

### What it does

ATMwatch checks that connectivity with each ATM is available.

ATMwatch can detect when a component of an ATM fails, Failures are classified as serious or moderate - ATMwatch highlights all ATMs with a serious problem, and all ATMs with moderate problems.



ATMwatch can also alert other systems, sending emails or pager alerts or creating SNMP traps when selected failures occur. ATMwatch monitors cash levels in ATMs, with a warning given when cash is getting low. ATMwatch capability is delivered via a web browser, for example, allowing local staff to monitor what is happening at their local ATMs.

**Enhancing ATM fraud detection capability**

In addition to enhancing network profitability by maximizing ATM uptime and availability, ATMwatch can play a crucial role in enhancing an institution's ATM fraud detection capability.

Conventional ATM fraud detection solutions only monitor patterns in card-related transaction data which arise from ATM transactions. Such systems are unable to incorporate device status

ATMwatch runs on any platform that supports a Java run-time environment and Oracle, DB2 or EnterpriseDB database.

Operating systems supported include UNIX, Windows and Linux, enabling a customer to choose from a wide range of platforms, including those

information in their fraud scoring algorithms and therefore are unable to detect if an ATM has been tampered with or physically compromised.

In contrast, Alaric's Fractals fraud detection solution when used in conjunction with ATMwatch enables such device status information to be incorporated in its fraud scoring models, enabling a much higher rate of ATM fraud detection to be achieved than possible hitherto.

**Technology**

ATMwatch has a modern, open design written in 100% Java code using object oriented design techniques for ease of development and maintenance.

The product is a linearly scalable, distributed, multi-processor solution which achieves high performance and high availability.

provided by Stratus, IBM, HP, Sun and others.

**Alaric**

ATMwatch has been developed by Alaric based on its many years experience of implementing and supporting card payment systems worldwide.

ATMwatch is one of several complementary products to be introduced by Alaric, all

**Fast Facts  
ATMwatch**

- ✓ Browser-based ATM Monitoring
- ✓ Maximizes network uptime and profitability
- ✓ Complements existing transaction processing systems
- ✓ Integrates with Alaric's Fractals and third party fraud detection systems for enhanced ATM fraud detection
- ✓ PCI/DSS PABP certified
- ✓ Scalable from small gateway systems to global networks
- ✓ 100% written in Java
- ✓ Fully portable – runs on many operating systems including Linux, UNIX and Windows
- ✓ Proven on IBM, Stratus, HP and Sun amongst others
- ✓ Relational Database using Oracle or DB2
- ✓ Designed for 24x7, 99.999% resilience

designed to enhance existing legacy EFT systems.

These products are available in a number of distinct packages designed to suit the needs of modern retail payment institutions and processors business.



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