

Short reaction times

Birgit Müller-Jäger, organization manager at the Worms-Alzey-Ried Savings Bank (Sparkasse Worms-Alzey-Ried), speaks about the benefits of using remote monitoring services for self-service systems.

What systems did you include in the remote monitoring service that you introduced in 2007?

Müller-Jäger: We have a total installed base of 182 self-service terminals. We have included in the remote service 73 ATMs and cash recyclers in our 40 branches and 20 self-service outlets.

Why not all of your self-service systems?

Müller-Jäger: Should a self-service terminal fail – which seldom happens – customers either have access to a second terminal or can review their statement account on the ATM. It makes a difference to customers if they can't fetch cash or a printout of their account statement. Actually, it really shouldn't happen that they can't fetch money.

What concrete benefits does the remote monitoring service offer you? Where do you see the largest impact?

Müller-Jäger: This isn't easy to answer because we tightened a few other loose screws in our self-service infrastructure when we introduced the remote monitoring service. What's important for us is to have access to greater information about the self-service systems, their operating status and the concrete cause of a failure. Equally important is that all system failure messages are routed



Organization manager Birgit Müller-Jäger and Albrecht Metzmann, head of organization.

directly to Wincor Nixdorf so that technicians are able to react quickly to a problem before we even know there is one.

What is your assessment to date?

Müller-Jäger: In general, the reaction times have been shortened significantly, allowing the terminals to go back online faster. This applies mostly to the cash recyclers, which can have failures, because customers expect them to be as robust as the ATMs. Availability of the ATMs is already pretty high, about 98 percent.

Has the situation improved for remote monitoring services?

Müller-Jäger: Yes, it has. We hope that with time, the detailed system failure messages result in concrete changes and improvements. This is important to us.