

Receive notifications for problems on any ATM via E-mail, fax or SMS



Generate Comprehensive Summary and Detailed ATM reports on the fly

Monitor the ATM network remotely from anywhere through a Web Browser



Easily keep track of your network availability

Capture and view pictures of customers at various points within a transaction

Monitor and Manage Cash and Cheque Deposit transactions

InSight

Monitor your ATM Network
anytime, anywhere

Downtime is quickly becoming the information system professional's main enemy in the retail and self-service banking arena. Each second a banking host or SST such as an ATM is down, the bank loses on transactions and customer satisfaction, making it critical for banks to find monitoring solutions to keep their banking hosts and SST network running.

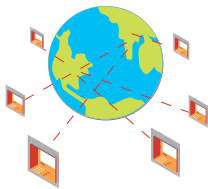
While the existing banking host can handle SST transactions, it is usually unable to provide SST operational information, supplies and device fitness status information, network links, and other relevant details in an intuitive manner. It would be rare to find a bank's host that provides a user-friendly environment for SST status monitoring. At the same time, banks need a comprehensive solution with Business Intelligence and MIS reporting capabilities that keeps the SST network's key indicators at their fingertips at all times.

InSight, the TPS SST Network Monitoring and Management Solution

InSight, a comprehensive, Web-based, SST network monitoring and management solution, with MIS reporting and dispute resolution features necessary to increase the availability of SST networks and improving self-service and retail banking customer service levels.

24/7 Monitoring and Management

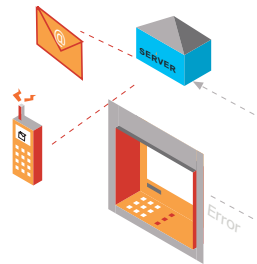
Configured in regions, groups and areas, the InSight SST network monitoring and event notification system alerts operations and management personnel of SST hardware, system and application warnings, errors and device fitness state conditions that can lead to costly SST outages. The alert information enables SST network administrators and operations



personnel to resolve SST issues as they come. In addition to SST monitoring, InSight now monitors all the banking hosts and online branches connected to the SST switch for their status, modes and Balance download related information and generates comprehensive Host reports.

Automated Notification and Escalation

InSight continuously monitors your SST network, immediately notifying personnel of events through email and SMS



that can adversely affect the SST network. InSight automatically escalates alerts if corrective measures are not initiated within specific response timeframes, and provides for corrective action to be initiated at any time from almost anywhere through dial-in or Internet access. This handy feature makes sure that the uptime of the SST network is greatly increased and it takes SST monitoring to the next step where no personnel one is required to continuously monitor the SST network over the desktop.

Anytime and Anywhere access

InSight can be from anywhere at anytime. When notified of an alert requiring attention, personnel can respond from anywhere via dial-in access. Internet access to the InSight monitoring environment is available from any web browser and can be password-protected.



MIS Reporting

Equipped with the latest techniques of Data Warehousing, Business Intelligence and Dimension Modeling, the InSight MIS architecture provides a single window

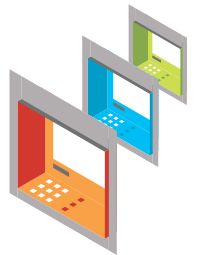


operation for generating various MIS SST Network, MIS SST Transactional, and Delivery Channel reports based on extensive list of filters, preference and data values.

The InSight Server also maintains the repository of all transactional information that is constantly updated from the Switching Middleware and from the Banking Host. MIS reporting capabilities allows managers to view detailed transactions reports, network uptime and downtime reports, alternate delivery channel reports and etc. at any given point of time with graphs, table and key performance indicators.

Multi-Vendor Platform

The versatility of InSight SST Agent is unmatched. SST Agent is a non-intrusive terminal application that runs on the SST and communicates with the InSight Server. SST Agent can manage multi-vendor SST platforms and provide event management for the entire SST. The intuitive point-and-click GUI allows InSight to remotely install/configure the SST Agent on an SST and operate the SSTs within seconds.



Cash Deposit ATM Support

InSight provides various enhanced functions for monitoring and management of cash acceptance terminals. The most powerful feature of InSight in a deposit automation solution based on cash accepting terminals is "CASH ALERT MANAGEMENT". The involves setting cash alerts from InSight so that when cash thresholds are crossed, alerts are generated informing the replenishment teams to withdraw cash deposited in the machines.

