WWS

Proactive
Monitoring
Omnia

AURIGA
the banking e-volution

WWS Proactive Monitoring Omnia
The Superior Monitoring Solution for your Self-Service Devices

WWS Proactive Monitoring Omnia is a robust and proven Multi-Vendor solution providing the highest network availability for your self-service devices including ATMs, kiosks and Assisted Service Devices.

WWS Proactive Monitoring Omnia delivers significant reductions in operational and technology costs while also improving system availability and business performance. As a consequence your customers will enjoy a trouble-free banking experience.

Searching for increased network availability?

Auriga's customers recognise the importance of WWS Proactive Monitoring Omnia in improving their ATM network availability. Using Auriga's WWS Proactive Monitoring Omnia, financial institutions typically improve their self-service network availability by a full percentage point over previous levels. For example, several of Auriga's clients have achieved 98.7% network availability as confirmed through independent testing.

Searching for enhanced operational control?

The dramatic increases in self-service automation has led to greater consumer choice and service convenience. However, these changes have also resulted in significant complexity, both in the types of devices being deployed and the business services that they provide. Without the right monitoring solution this increased complexity can easily add significant costs and unexpected service disruption. WWS Proactive Monitoring Omnia provides enhanced operational control by delivering a holistic view of the entire network including hardware status, cash positions, and transactional data. In addition, the trouble ticketing system tightly monitors the responsiveness of third parties against agreed SLAs and generates immediate escalation of service violations.

Searching for significant costs savings and efficiency?

Downtime is costly, disappoints your customers, and damages your brand reputation. Unnecessary maintenance callouts are also costly. WWS Proactive Monitoring Omnia has powerful diagnostics and self-healing rules that accurately pinpoint and resolve many potential service issues. If a fault cannot be resolved using an automated response the operators can use a variety of advanced diagnostics and remote commands to address the problem. In cases where onsite maintenance is required the WWS system can automatically generate the engineering dispatch message. Trouble tickets are automatically created for all abnormal events and all automated and manual remedies are tracked and full incident management reporting provided.

Need to protect existing infrastructure investments?

WWS Proactive Monitoring Omnia has been designed for easy deployed to protect and complement existing legacy systems. The "Agent-Server architecture" is ideally suited for easy integration with third party ATM applications and the bank's existing environment. Standardised connector components simplify the integration of WWS Proactive Monitoring Omnia with a variety of systems including cash forecasting, asset management applications, and centralised data warehouses.

Searching for stronger confidence in your Monitoring Supplier?

Auriga has a consistent track record of completing projects on time and within budget. Auriga's customers benefit from our proven delivery expertise through a variety of innovative migration-friendly pricing models that eliminate their upfront costs and only reward Auriga once they are in production. In addition, Auriga has direct experience in delivering multi-vendor ATM monitoring services in its domestic market. The operational experience gained through this service consistently drives new product innovations, as does the active sharing of best-practice procedures with our customers.
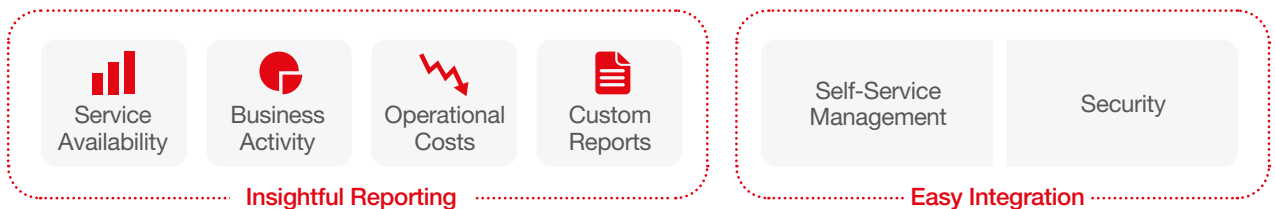
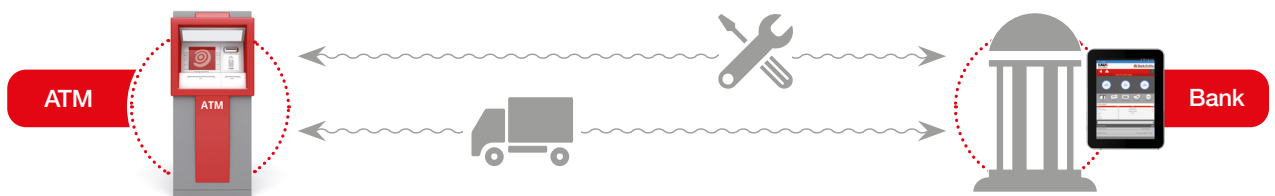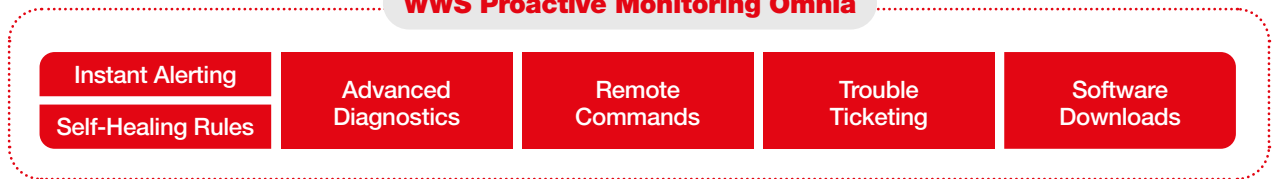## ⚙ An end-to-end solution that provides comprehensive services

WWS Proactive Monitoring Omnia provides an integrated and consistent operational platform for all self-service devices including Bank Branch based Assisted Service Devices, Deposit Solutions, Cash Recycler Solutions, and the offsite and Branch ATM Estates. The solution is designed using an "Agent-Server architecture" whereby a monitoring agent through which the system receives and records all application and system events generated during terminal operation. It performs specific actions defined by rules, based on the occurrence of certain events and collects data on all HW assets used in the banking channels for quick and easy visualisation of relevant information.

Extensive on demand reporting information is provided using a combination of on screen displays and exportable files in XML, PDF or Excel format. For example, ATM performance reports provide summary and detailed information about each ATM in terms of its availability, the ATM workload in terms of peak and average transaction throughput, and tickets generated.

Banks can deploy any combination of WWS Proactive Monitoring Omnia capabilities to augment or replace their existing infrastructure to optimally balance their functionality, time to market and investment objectives.

Service Availability	Business Activity	Operational Costs	Custom Reports	Self-Service Management	Security

Insightful Reporting | **Easy Integration**

WWS Proactive Monitoring Omnia

Instant Alerting	Advanced Diagnostics	Remote Commands	Trouble Ticketing	Software Downloads
Self-Healing Rules				

ATM ⟷ ⟷ **Bank**

⚙ True Multi-Vendor Solution

Auriga is a vendor independent software provider and is fully committed to providing true multi-vendor ATM monitoring solutions. WWS has been independently certified on a comprehensive suite of ATMs, deposit, and cash recycling machines. Auriga is continually engaged in terminal certification for an increasing range of vendors and models covering cash only devices, deposit, recycling, kiosks, and sophisticated multi-function devices. The coordination of the certification is typically a joint effort with the ATM vendor's engineers often participating in the testing alongside the Auriga team.

With WWS Proactive Monitoring Omnia banks and financial institutions can enjoy complete peace of mind and freedom when selecting the hardware devices that best support their business goals. The superior operational performance of WWS is assured regardless of the size of the network or the mixture of ATM hardware involved.

WWS Proactive Monitoring Omnia provides an extensive and proven suite of automated monitoring, diagnostic, and self-healing features that maximise business continuity and the ease of operational use. The diagnostic power of WWS combined with a range of automated and operator initiated resolutions results in dramatic reductions in costly downtime and the need for onsite maintenance.

End-to-End Monitoring

Multi-Vendor Self-Service Management services including:

- ☑ Holistic and Accurate Reporting
- ☑ Statistics & Graphics
- ☑ Device Monitoring
- ☑ Transactional Monitoring
- ☑ Remote Operations Management and commands
- ☑ Event-driven alert management
- ☑ Detailed information on the status of peripherals and cash drawers
- ☑ Self-healing Rules

Value-add Options

- ☑ Complete Terminal Inventory Management
- ☑ Software Downloads & Release Management
- ☑ Detailed information on OS and XFS level
- ☑ Real-time monitoring of maintenance activities

⚙ Intuitive and easy to use

The solution integrates all functions through a customisable smart interface with customisable widgets and one-click controls, facilitating the extraction of detailed information in real time.

Configuration of different users with different levels of access is also available to ensure that those in charge have immediate access to the information and services needed to achieve optimal results.

It is also possible to configure the solution to operate in an environment with on-board WWS software or in an environment with proprietary clients and terminal handlers. WWS Proactive Monitoring Omnia guarantees superior performance and service continuity regardless of network size or hardware type.