

# 5 QUESTIONS TO ASK YOUR ATM MAINTENANCE SUPPLIER

See if your self-service channel  
is costing more than it should



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# Keep your ATMs running—and your reputation excellent

No one likes an “out of service” ATM. But fixing ATM faults can drain your branch resources; instead of spending time with customers, employees have to report faults and deal with service engineers.

And then there’s the matter of security. Are ATM service engineers leaving your network vulnerable to threats or risking compliance by using uncertified diagnostic tools? How can you be sure they’re even using the latest parts?

We’ve provided a short list of essential questions to ask your ATM service supplier. This will help you make sure your ATM network isn’t costing more than it should, while delivering the best service to your customers.



- 1 Can you remotely diagnose and resolve faults?
- 2 Can you find and fix faults before they happen?
- 3 Do you use the latest certified parts?
- 4 Do your service engineers create a PCI DSS-compliant audit trail?
- 5 Do your engineers work within the ATM’s software security?



# 1. Can you remotely diagnose and resolve faults?

If your service supplier can perform detailed remote diagnosis, you can keep the time a unit is out of service to a minimum. Remote diagnosis helps the service engineer come prepared with the right parts to resolve the issue on the first visit.





## 2. Can you find and fix faults before they happen?



Wear and tear happens—and faults arise as a result. So while you can't avoid maintenance, you can lighten the impact on your customers. For example, scheduling maintenance outside of peak hours will keep disruption to a minimum.

A good ATM supplier continually collects and analyzes information from ATMs. They'll look for patterns that suggest impending failure or end-of-life. And they will keep an eye on all parts within the machine, so problems can be fixed before a failure has the chance to take the ATM out of service.

“NCR Predictive Services is one of the best innovations I've seen in the last 15 years. It's a game-changer.”

—Paul Johnson, Channel Manager  
ATM and Self-Service, BNZ



## 3. Do you use the latest certified parts?

**Better parts lead to better quality—  
and fewer interruptions to service.**

Sounds obvious, but many third-party ATM service providers use refurbished parts. If this happens to your ATMs, you'll have no way to identify the origin, age or design version of those parts. Unfortunately, refurbished parts nearly always degrade the function of your machine, leading to more faults—and more disruption to your customers.

See if your service provider shares the data it collects about ATM parts failure with its product engineering teams. This helps resolve root causes and make regular design updates that improve your machine's reliability while extending its life.





## 4. Do your service engineers create a PCI DSS-compliant audit trail?

Some service companies use third-party, non-certified ATM diagnostic tools to identify faults. The problem here is that these tools don't provide an audit trail for the service engineer's actions. And this oversight represents a significant Payment Card Industry Data Security Standard (PCI DSS) compliance risk to your organization.

Your supplier should use certified diagnostic tools that provide a complete audit trail, conforming to stringent PCI regulations. Every entry, action and exit from diagnostics must be logged to ensure compliance.

Assign a unique ID to each person who has access to critical data and systems to ensure actions are performed by, and can be traced to, known and authorized users.

Source: PCI Quick Reference Guide,  
PCI Security Standards Council



# 5. Do your engineers work within the ATM's software security?

Third-party diagnostic tools boot outside your ATM's secure software. This can open the door for malicious software to load into your system. Want to know how easy it is to find a malware app that can infect your ATM? Just check the Internet.

These worrisome apps are ready and waiting—for example, tools that reset passwords, edit your registry or manipulate your New Technology File System (NTFS), which can compromise of your customers' data.

These tools could also connect directly with ATM modules, operating independently from your ATM application and platform software.

A service engineer using non-certified diagnostic tools could dispense some or all of the cash in the dispenser cassettes—known as “jackpotting”—leaving no record of the activity.

Once detected during the balancing and settlement process, you're not able to determine when, how or by whom the theft occurred.



# So, how did your service supplier rate?

If your current ATM service supplier answers “no” to any of these questions, you may want to rethink your relationship. You may also be interested to learn how NCR can help improve the performance of your ATM network. Your NCR sales representative will be happy to answer any questions you have—including “yes” to all of the above.

We store information about performance from all our machines in our 24-terabyte data warehouse—and we use it to learn and improve what we do. Our work helps you reduce failed customer interactions, reduce the costs of poor ATM network performance, and deliver the best possible experience to your customers. Learn more about what we can do for you.

- See how NCR Remote Resolution can diagnose and resolve faults remotely.
- Discover how NCR Predictive Services, powered by our 24-terabyte data warehouse, can detect problems before they happen.
- Learn more about everything we have to offer in NCR’s service portfolio.

Learn more



Contact us



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NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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