



## INETCO Solutions for ATM and Self-Service Channel Management

Improve channel usage, extend incident management across your end-to-end infrastructure and understand the customer experience

### Unlock the value of customer transaction data

Digital transformation initiatives, expanding value-added services and more sophisticated self-service devices are resulting in an explosion of ATM channel data. As the volume and diversity of self-service and cross-channel customer interactions continues to increase, so does the challenge for banks, credit unions and independent ATM deployers to keep service management risk in check with support and analytics costs. This is why it is time to consider the next generation in customer experience management solutions from INETCO.

### INETCO solutions – Real-time transaction data streaming for performance monitoring and analysing the customer experience

INETCO software solutions provide a real-time, omni-channel view into all customer activities. Acting as a centralized transaction monitoring and analytics hub, these solutions enable financial organisations to process, monitor and analyse huge amounts of customer transaction intelligence in real-time.

Unique transaction correlation capabilities, advanced data interrogation tools and real-time alerts provide operations teams with a complete, end-to-end view into the performance of all self-service channel applications. Channel managers and marketing teams also benefit from on-demand access to this data through customized, easy-to-use dashboard analytics, predictive algorithms and reporting capabilities – **a true business lens into end customer experience, multi-channel profitability and operations performance.**

INETCO solutions help channel managers and operations teams to:

- Focus on customer experience and self-service convenience
- Lower the cost-to-serve
- Improve channel profitability and uncover new revenue opportunities



TALK DATA  
TO ME

## INETCO solutions benefits

With INETCO solutions, you will gain unlimited access to the customer usage data, end-to-end transaction performance data, and data visualization tools that you need to:

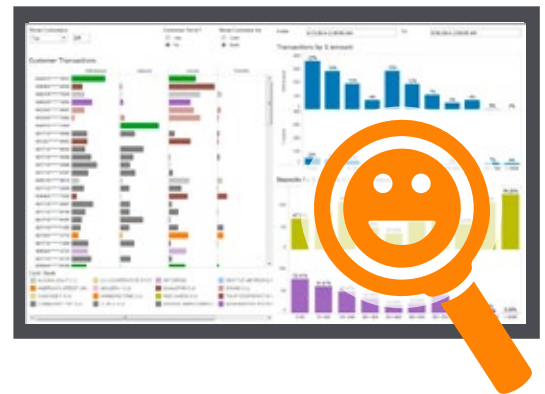
- **Establish a customer-centric view into channel performance and usage behaviours** to improve customer conversion rates and deepen customer banking engagement
- **Understand the ROI of each individual ATM and self-service device location** by breaking down the revenues and costs of digital transactions performed
- **Analyse overall channel profitability** based upon card types, transaction types, transaction amounts and customer product usage
- **Adopt more sophisticated cross-channel interactions and services** such as video tellers or third party service applications - without risk of service disruption
- **Meet regulatory compliance** by identifying risky transaction behaviour and alerting to specific response code errors and anomalies in real-time
- **Improve ATM availability, increase successful customer interactions, and lower first-call resolution rates** by isolating device, host connectivity, network and application issues affecting transaction performance **65-75% faster**



A real-time record of every customer transaction



A single access point into customer interactions across every channel



A flexible dashboard interface for easy on-demand analysis of:

- + operation performance
- + fraud & compliance
- + card management
- + channel profitability
- + customer usage

INETCO  
**Insight**

INETCO  
**Analytics**

To learn more about managing **ATM environments**, visit the INETCO website or contact [sales@inetco.com](mailto:sales@inetco.com).