



Novell® ZENworks® and ATM Management

Novell® ZENworks® can help you automate ATM management with regular patches and updates while reducing maintenance costs and travel time.

The ATM Management Challenge

As banks, credit unions and other financial institutions compete for customers, providing a secure and convenient ATM experience is a must. Banks have needed to take a customer-centric approach to their marketing, and customizing and personalizing the ATM environment has been one channel for banks to execute this strategy. Many banks have upgraded their ATM interfaces with graphics and themed campaigns to make the transaction process easy and more personalized for their customers. However, keeping the experience fresh and up-to-date can be difficult.

Manually distributing the graphic, configuration and animation files these campaigns often require can be expensive and time-consuming. This is also true for any other updates the ATMs might need, such as security patches, system-personality updates or configuration changes. The cost of distributing these files can be prohibitive—sending a technician to visit every ATM in the network to manually distribute updates can cost nearly \$500 per location.

To provide an enhanced user experience and keep up with current software requirements, any bank with a sizable ATM network needs a secure and convenient way to update and manage its ATMs from a central location.

It should have a central software distribution facility to support the growing and changing needs of its ATM systems.

The ZENworks Solution for ATM Management

The solution to this problem lies with Novell ZENworks. ZENworks makes it easy to deploy, manage and maintain IT resources in today's diverse IT environments by providing an integrated set of cross-platform tools that automate management across the lifecycle of a variety of devices. Moreover, you can leverage the ZENworks solution to remotely manage your bank's ATMs from a central location without having to dispatch technicians every time you want to make a change.

You can use ZENworks to distribute the following:

- **Campaign files.** *You can use ZENworks to distribute multimedia files as part of a theme or marketing campaign, which can be promotional or instructional. For example, you could change the look of the interface for a specific holiday or regional promotion. Or you could include instructional animation of a card being inserted into the ATM's card reader to give customers an effortless experience.*

■ Solutions:

Resource Management

■ Products:

Novell eDirectory™

Novell ZENworks Suite



“In the past, each ATM was an island, and we had to dispatch technicians every time we wanted to make any change to a screen. Remote management with ZENworks gives us the flexibility to react to market changes without spending a small fortune on service calls.”

Wendy Quinn

Vice President of Network
Computing Services
M&T Bank



“The security of our ATMs is critical because our machines need to be functioning at all hours. Novell ZENworks makes it automatic for us to keep our ATMs secure with the latest patches and updates.”

Robert Nichols

Assistant VP for Network Computing Systems
M&T Bank

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- **Parameter changes.** *Parameter changes can be updates to the ATM software, the TCP/IP stack, the Windows* system registry or other modules of the system. These changes don't occur frequently, but when they do, they typically need to be applied immediately. With ZENworks, you have the option to apply such changes immediately, or based on a schedule.*
- **Software configuration updates.** *Software configuration files modify the ATM application that controls the look or flow of the transactions. For example, you may want to change your system's Fast Cash selections from \$20/40/60/100 to \$10/20/50/100. Or you may need adjustments to the system's menu options, screen appearance or screen options.*

Many of these changes require a safe reboot of the ATM, and ZENworks can initiate this as well. The ATM vendors include commands to safely perform a Windows re-start or warm-boot of the system. ZENworks can be used to initiate such a remote safe power-fail operation on the ATM from your central management console.

Retrieving ATM Files

Windows ATMs produce files that report on the status of the system as well as transaction data. ZENworks can be utilized to retrieve such files remotely, which can solve hardware issues or answer customer questions.

ZENworks' robust reporting features provide detailed hardware and software information, in addition to records of communications with the ATMs. You can also generate out-of-the-box reports in several formats that display the status of your software distribution operations to the ATMs.

Systems Compatibility

ZENworks works on any Windows-based ATM system, including Agilis from Diebold and Apra Edge from NCR. And it's compatible with integrated firewalls that manage ATM security. In fact, as new threats are identified, you can use ZENworks to send out new policies to configure the ATM firewall. ZENworks is also compatible with various communication methods, so you can use it to manage ATMs regardless of how they are connected to your Corporate network.

Results

Novell ZENworks can help you ensure that your customers have the best possible experience when they visit one of your organization's ATMs. Whether it's used to distribute a special holiday theme, keep the system software up-to-date or retrieve status or transaction data, ZENworks can help you take advantage of marketing opportunities and keep your ATMs healthy and available.



Contact your local Novell Solutions Provider, or call Novell at:

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