

m-recover

A significant number of ATM errors can be automatically fixed without an engineer visit or even a remote login

Increasing competition in the financial industry now requires much higher service levels from vendors to stay in the game. At the same time, consumers are more intelligent and choose to withdraw cash at ATMs with the highest uptime.

In several countries, regulatory authorities place stringent expectations for an institution's communication network's reliability and ATM uptime. Sometimes even penalties are imposed.



Maximum ATM uptime

Do you know that a significant number of ATM errors can be automatically fixed without human intervention or even a remote login?

m-recover gives you the ability to recover an ATM from errors or out-of-service situations automatically. It keeps in perspective that any negative financial impact does not occur.



m-recover is an intelligent, configurable, real-time terminal based solution which helps the ATM recover from errors on the fly.

m-recover not only reduces ATM downtime but also reduces the number of custodian visits to perform supervisory functions.

m-recover works with both NDx & 91X protocols, uses electronic journaling, and XFS on Agilis® Empower platform.

Why do you need m-recover?

- ◆ maximize ATM availability and uptime
- ◆ minimize time consuming & costly engineer or custodian visits to the site
- ◆ attract more customers to your ATMs

- ◆ increase ATM profitability and customer satisfaction.

Key Features

- ◆ customizable and configurable
- ◆ efficient mechanism to avoid financial risk
- ◆ easy to integrate
- ◆ minimize manual intervention and remote assistance
- ◆ real time event alerts
- ◆ reports

ABOUT TOUCHPOINT

TouchPoint is the sole distributor of Diebold ATMs in Pakistan. Since starting operations in 2007, TouchPoint has been growing and excelling at a rapid pace through the tireless efforts of its highly professional and dedicated team.

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Q-match authenticates customers at the ATM or SSTs to perform card-less transactions. The product comes with TouchPoint's engineering consultancy to integrate multiple types of devices at the ATM including biometric readers, barcode readers, etc.

m-view is an efficient ATM camera and EJ monitoring solution, which allows to capture pictures from one or more cameras and keeps a searchable repository with linkages to Electronic Journaling. Search and analysis for entire network is done at a central location.

TPL remote file manager 'm-access' is a fast and reliable command processor and bi-directional solution for file and screen distribution between terminals and a central server. Based upon a simple architecture, m-access has minimal terminal end dependency.

Ensure your ATM availability for customers with TPL auto-recovery solution. A "self-healing" capability enables the ATMs to recover automatically from hardware failures without the need for physical intervention.

FalconDesk automates and optimizes the complaints raised by customers while tracking progress at each step within the flow of the complaint or issue's lifecycle. FalconDesk is designed in a manner that it can be deployed with little customization to different industries.



Providing Transaction Convenience Through Touchpoint

TouchPoint (Pvt) Ltd.

78-R, Ground Floor, Ghazali Road, Block-2, P.E.C.H.S, Karachi, Pakistan

Phone #: +92-21-34527267 Email: info@touchpoint.pk

Web: www.touchpoint.pk