



With increasing transaction volumes, the concern for transaction integrity at ATMs also rises.

Banks are always concerned with suspect transactions that require dispute resolution. Similarly, investigation of fraudulent transactions is also a critical part of the Alternate Delivery Channel business.

Banks require a robust mechanism to trace journals, capture customer images during transactions, and do multi-dimensional searches to reach the disputed or fraudulent transactions in the shortest possible time.



Glance of m-view

Why m-view?

m-view is a configurable and flexible product which can integrate with multiple cameras to take event or transaction based pictures and places them in a central repository at a designated server.

In parallel, m-view also transports the Electronic Journal from all ATMs to the same central repository.

On the server side, users can perform multi-dimensional searches inside the EJ and images to investigate transaction disputes and frauds.

The pictures captured by M-View can be tagged with ATM journal entries to further facilitate the bank in investigating transaction dispute cases.

M-View is a multi-vendor application and can be used on any ATM brand in your network running on MS Windows platform.

The combination of Electronic Journal or any maintained log with the pictures obtained through M-View forms the most compelling evidence for resolving suspect transactions.

Key Features

- ◆ Supports multiple cameras.
- ◆ Camera hardware independent.
- ◆ Ability to take event or transaction based pictures
- ◆ Smart repository database schema
- ◆ Integrated Electronic Journal.
- ◆ Automatic purging and back-up mechanism from the ATM and server.
- ◆ Variety of search criteria for finely-tuned results

Business Goals

- ◆ Reduce investigation time for dispute settlement activities
- ◆ Handle multiple decision schemes for disputes, black lists & plain transactions
- ◆ Reliable transaction monitoring
- ◆ Strong reporting engine enabling analysis and planning

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

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