

ATM Management System

Introduction

The statistics declared by banks indicate that withdrawal transaction has the highest rank among interbank and bank services. In addition ATM machines have high potential in absorbing such a transaction. Therefore, smart navigation and optimized management of these machines can be considered as an income and a way to develop banking business by banks as well as credit and financial institutions dealing with it.



What is ATM management system?

ATM management system is a central system which is planned and implemented in order to manage, monitor and register ATM machines events. It is also responsible for surveillance of the machine, detecting and removing its errors in the shortest time and lowest price in order to enhance the quality of financial services of banks and credit and financial institutes and to utilize the machines properly so that they can be active round-the-clock and answerable to clients.

System Architecture

This system uses the Client/Server architecture. The Server part is located at center and the Client part is on ATM. The Server sends specific orders and the Client send proper reply to the center after implementing that. The client includes two parts. One part is responsible for receiving the orders from center and implementing them, and the part which is on Event Base basis notifies the center as soon as an event is carried out in ATM. The operator can have access to Server through web and can have a connection with AMS system through Internet browser.

The advantages of using Kharazmi ATM management system:

- The possibility of using system for ATM different models used by bank.
- Non-dependency to ATM NDC program.
- Decrease in support expenses.
- Increase in the speed of investigating and solving probable problems.
- Immediate awareness of the last status of ATM and related modules.
- Increase in clients satisfaction through offering proper systems with the least failure.
- The possibility for quick update of changes intended by bank.
- The possibility for quick performance of orders and adjustments intended by bank.



ATM Management System

System Capabilities

The possibility of using the system in all ATMs	The possibility of receiving journal electronically within specified times
Non-dependency to ATM NDC program	The possibility of defining users with different accesses level
The possibility of regional arranging of ATMs	The possibility of creating any type of report using Report Generator
Online report of all errors and system events on Event Base basis	The possibility of changing IP of selected ATMs instantly or on scheduled basis
The possibility of removing hardware problems from center by sending the related orders to every hardware	The possibility of sending Reboot order on selected ATMs instantly or on scheduled basis
To display the information of ATMs instant status with complete details together with table and graphic display	The possibility of specifying the network problem
The possibility of adding, editing and deleting ATM information	The possibility of changing configuration of ATM NDC program
To display the status of dispenser, cassettes and balance of each cassette separately	The possibility of controlling ATM NDC program
The possibility of sending orders to ATM hardware separately and observing its results	The possibility of automatic update of program on selected ATMs instantly or on scheduled basis
To display the number of cards recorded	The possibility of accessing to folder or shared files on ATM
The possibility of arranging and searching ATM systems according to their status	The possibility of observing the images instantly from Screen Shot
The possibility of defining different kinds of alarms for several levels of organization by changing color, sending SMS or email	The possibility of accessing servers through web and with specific access level
The possibility of sending SMS and email as soon as carrying out a transaction or upon a predefined condition	The possibility of defining all types of warning, in service, out of service, alarm for ATMs
The possibility of sending any type of file instantly or on scheduled basis on one or many ATM machines	The possibility of observing the status of depositing and withdrawing funds wholly or on basis of selected ATMs cassettes within a specific term
	The possibility of using system data bank in order to use in other banking systems
	The possibility of using the system as web service or local network

System Elements

Monitoring

Whenever one of ATM hardware modular faces a problem, the client notifies the center. The monitoring module is responsible for receiving and registering in database and displaying it graphically. The ATM uses different colors to separate different status.

Alarm

Whenever the monitoring module receives an event, it gives alarm to module after its process. This module is responsible for sending SMS and email to operator branch. The messages are turned into Persian and are simplified so as the operator will be able to use them.

XFS Management

This module is responsible for sending XFS orders to ATM. After having detected the errors by monitoring, this module can remove the error. There are orders related to each hardware module which through using them it is possible to take necessary measures to remove the errors from a distance and without sending anyone to the place. The supported orders can be decreased or increased by this module for any hardware.

File Management

This module is responsible for sending and receiving files to/from ATM. The received and sent files can be of any type and content. The files must be compressed previously in order to increase send/receive speed. While sending the files it is possible to select all online ATMs. It is also possible to collect files log on ATMs through using this module.

Schedule Management

Through this module it is possible to send certain orders on ATM and also to send and receive file from/to ATM within determined times.

User Management

Through this module it is possible to determine the access level to send orders. A username and password is created for each user, and the ATMs controlled by the user are also specified.

Report Generator

Through this module the bank can plan and create its required reports. This module has the complete access to system database and can produce variety of reports as required.