

The Client

One of the largest private sector banks in India

Service

ATM Managed Services



> CLIENT REQUIREMENT

The bank's business goals were to achieve consistency in ATM uptime and provide exemplary customer service at optimised costs.

> FSS SOLUTION

The strategy included deploying leading edge monitoring tools and a stringent ticketing process to avoid ATM downtime. We used predictive modeling to analyze cash dispensing patterns to forecast replenishment requirements. Proactive steps were taken for site and infrastructure maintenance.

> RESULTS

High uptime, proper hygiene and maintenance of ATMs have resulted in high customer satisfaction. FSS has ensured optimum cash efficiency ratio (CER) bringing about cost efficiencies for the bank.

A large private sector bank improves ATM availability and enhances customer experience

FSS consistently ensures higher ATM uptime at lower cost. Leverages predictive modeling to deliver optimal cash efficiency ratio.

The Client

The client is one of the largest private sector banks in India with over 10 million customers and a network of over 12,000 ATMs.

The bank is resolutely focused on growth through technology. Having strongly leveraged technology to distinguish itself in the market, the bank offers technology based services to its customers. The efficiency and high standards of service sets the bank apart from its competitors.

Business Challenge

To support its technology focused strategy, the bank needed a high quality, reliable ATM Managed Services Provider (MSP) to help achieve its business goals of ensuring consistently high ATM uptime and providing superior customer service at reduced costs.

With the support of an experienced ATM Managed Services Provider, they were looking to:

- Enhance uptime of ATM and maximize its availability to customers
- Optimize cash levels and prevent cash outs in the ATMs
- Maintain consistent service quality and timely service delivery in a cost efficient manner
- Manage associated service partners to ensure quality of service and quick turnaround time
- Generate additional revenues by increasing ATM transactions



ATM Monitoring Process

“ FSS has employed a multi-pronged strategy to deliver best in class ATM managed services, resulting in attracting more footfall, lowering of costs, and uptick in revenue for the bank ”

- Mr. V Balasubramanian - President ATM Services and Transaction Processing, FSS.

About FSS

FSS is a payments technology leader. The company powers the payments initiatives of leading banks, financial institutions, processors, merchants, governments, corporates and regulatory bodies across the globe covering both retail and wholesale business segments. The company's end-to-end payments footprints spans across retail delivery channels such as ATM, PoS, cards, mobile and internet as well as wholesale channels like mandate management and payments hub.

Headquartered in Chennai, India, FSS delivers business value to its clients via a diversified portfolio of software products, hosted payment services and software services.

FSS today has a worldwide presence with over 1700 employees in India, APAC, Middle East, Africa, UK/Europe, Americas.

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The client chose to partner with FSS based on its leading edge technology, best-of-breed service quality, scalability and service reliability. FSS was given the mandate to manage 2000+ ATMs of the bank.

The Solution

The bank provides high standards of service for its customers. With an already existing network of well managed ATMs, the client set high benchmarks for their ATM channel partners. FSS, with a clear understanding of the bank's high expectations, deployed a robust strategy to achieve the client's objectives.

FSS strategy included the following elements:

- Deployment of leading edge monitoring tools and ensure proactive steps to prevent potential downtime
- Stringent ticketing process (See figure) to handle ATM downtime - right from identifying the nature of the problem, dispatching to the right vendor, ensuring stringent turn-around time (TAT), and aggressive escalation parameters
- Adoption of predictive modeling of cash dispensing patterns in the ATM to forecast trends and manage orders for cash replenishment. Monitor low cash and potential cash out situations, and arrange for emergency replenishment
- Monitoring, analyzing and identifying low transaction ATMs to take remedial measures
- Implementation of mobile based solution across the country for immediate update of site related issues to enable quick approval and actions
- Proactive steps to ensure uninterrupted power for the ATM such as UPS battery replacements, solar power, alternative generator supply, etc
- Maintenance of the ATM site infrastructure by ensuring housekeeping, site repairs and replacement of assets
- Strong partner engagement for first line and second line maintenance, and other critical equipment
- Regular training on services and soft skills to field resources

Benefits

FSS has been the leading vendor for the banks' ATM managed services during the tenure of the contract. The Managed Service contract with FSS has been renewed for an additional three years. Partnering with FSS has enabled the bank to derive several benefits including:

- **Increased uptime:** FSS has consistently been the top performer in terms of uptime for most of the contract duration
- **Optimized CER:** FSS has ensured that the bank's targeted CER has been met or exceeded, thereby reducing the carrying cost of cash for the bank
- **Enhanced customer service:** By taking proactive steps for maintenance and hygiene of the ATMs, FSS ensures a better experience for the bank's customers, which in turn results in a stronger bank and customer relationship