



NetXMS — an all-in-one ATM monitoring solution

A powerful specialised ATM network monitoring and management system that seamlessly integrates with your existing infrastructure

Brought to you by Raden Solutions, the developer of NetXMS monitoring products
netxms.com

An ATM monitoring solution with a wide range of capabilities

NetXMS is trusted by

16 international and local banks

13 payment infrastructure companies

2 central banks

10,000+

ATMs around the world are monitored by NetXMS



بيت التمويل الكويتي
Kuwait Finance House



مصرف الإمارات العربية المتحدة المركزي
CENTRAL BANK OF THE U.A.E.



Enabling your ATM network

With one system seamlessly monitor ATMs from different vendors and reduce fraud

- Monitor your whole ATM network
- Remotely manage ATMs
- Ensure constant uptime
- Perform event-based video surveillance
- Remotely execute commands, upload files and perform bulk actions

NetXMS supports all major ATM brands – NCR, Diebold, Wincor-Nixdorf, Hyosung and most of the XFS-based ATMs.

One of our client banks was able to detect over 50 ATMs out of service using NetXMS, which is something it would not be possible to do with any other system.

Without NetXMS, no one would have noticed that there was an issue in the first place. We would like to thank you for such a robust and credible system.

Kana'n Abdul-Rahim

The Housing Bank for Trade and Finance

Why NetXMS?

Problem

Even though most ATM host systems do support ATM monitoring to some extent, they possess several significant drawbacks.

- They are not easy to integrate into a centralised monitoring system, which makes it more difficult for operators and administrators to track indicators and alert messages.
- Their functionality is limited to the management software installed on the ATM. This means that an ATM host system cannot access specific ATM operation and error indicators if they are not supported by the terminal software.

Solution

Being a universal and modular network and system monitoring application, NetXMS doesn't have these limitations.

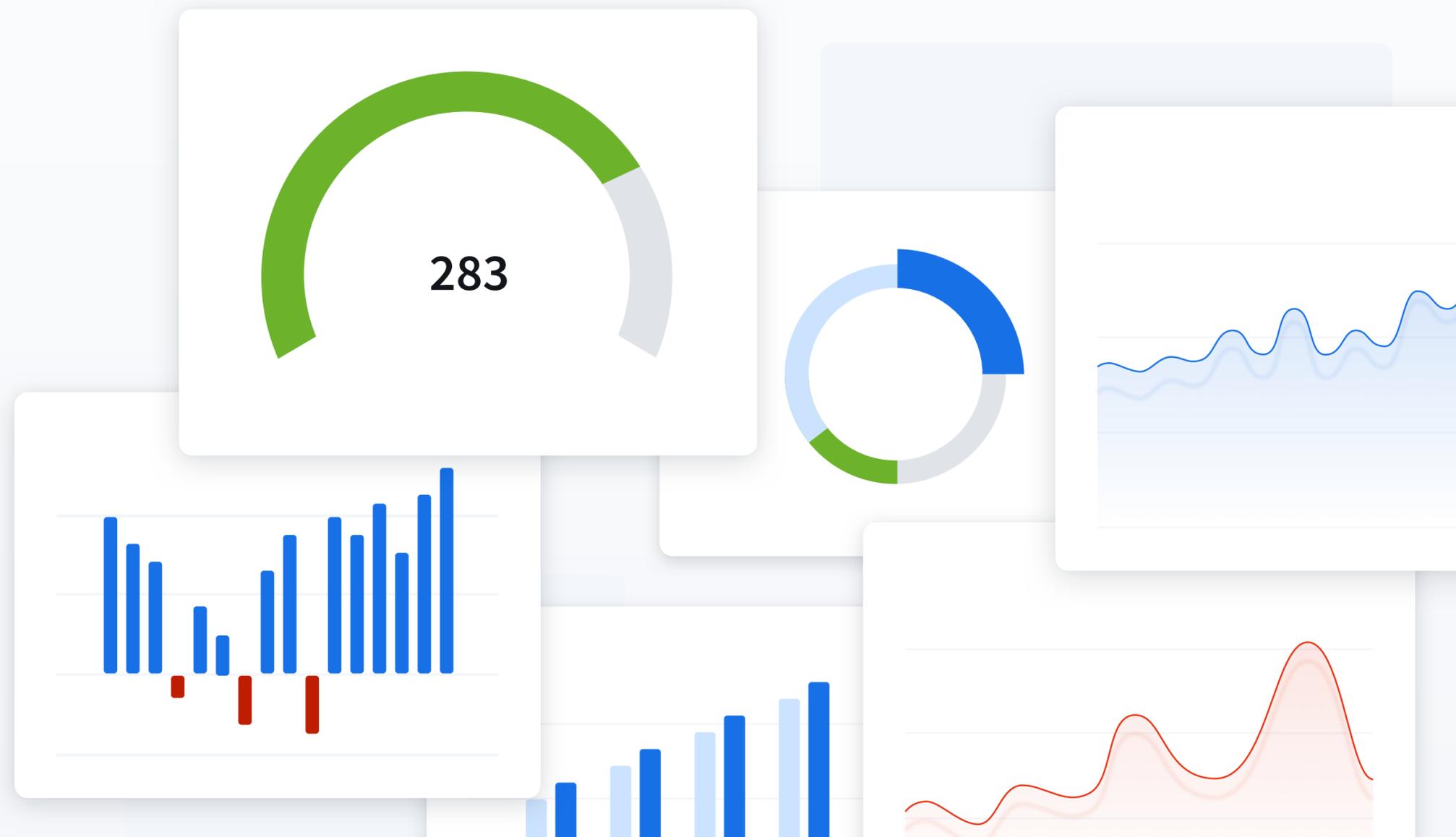
- The NetXMS system can receive all the information needed from the agent independent of the ATM host software.
- NetXMS can access every aspect of the ATM's operations because it uses its own terminal add-on software. This means it is capable of receiving much more information than an ATM host system.

Moreover, the NetXMS is one of the most competitive offers on the market, designed to ensure network uptime and significantly reduce your operational costs.

The powerful NetXMS core

NetXMS – an enterprise-grade multi-platform network management and monitoring system – is the core of our ATM network monitoring solution.

It provides comprehensive event management, performance monitoring, alerting, reporting and graphing for all layers of IT infrastructure, from network devices to business applications.



The advantages of open architecture

The key to successful integration and effective use of NetXMS is its open architecture.

- Each component of the system – whether server, agent or management console – can be expanded by plugins to add additional functionality or change the behaviour of existing components
- The NetXMS server offers a rich API that can be used for various types of integrations with other systems
- A ready-to-use API library is provided for the Java programming language, as well as an external scripting tool based on the Python programming language

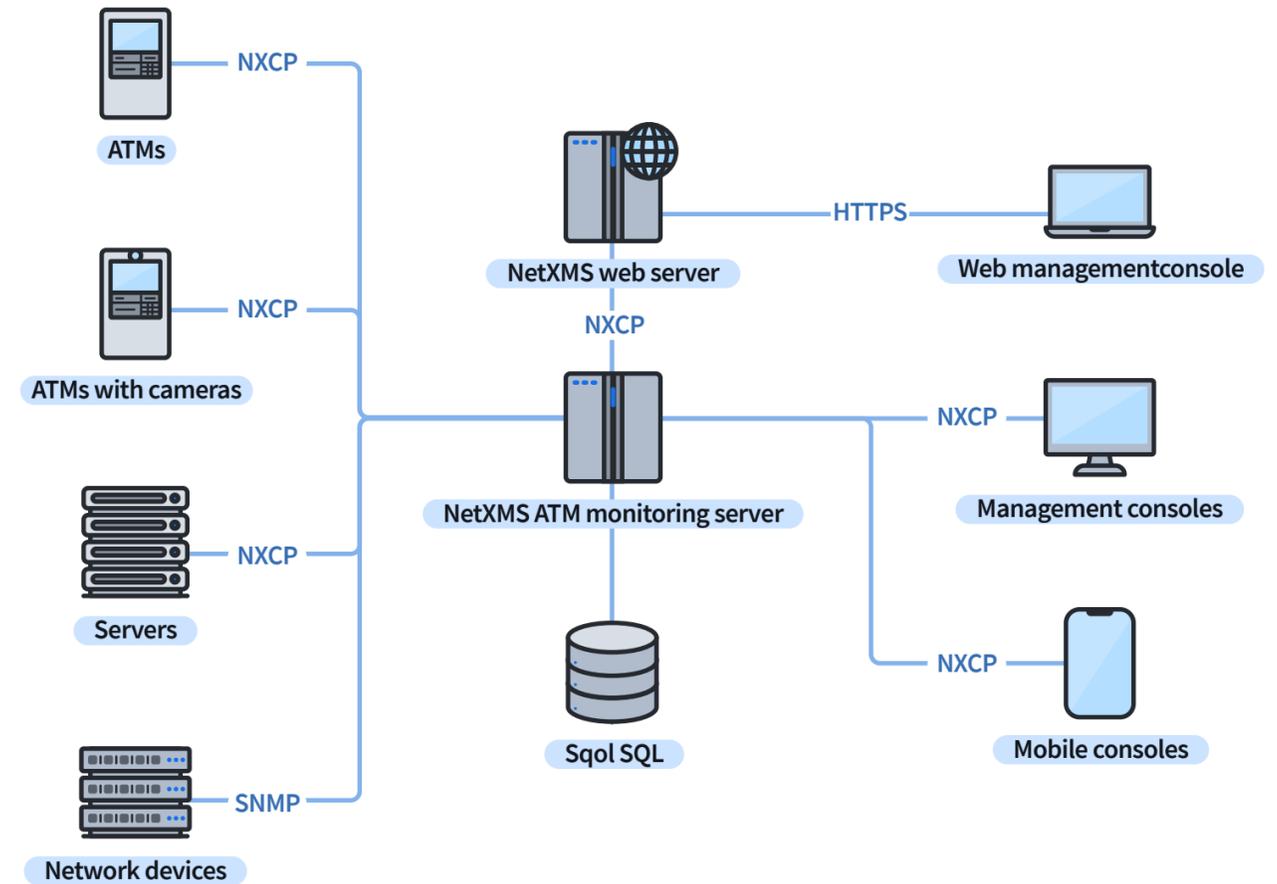
The system can be expanded by a customer, by Raden Solutions, or any third-party developer – there are neither limits nor additional licensing required for API usage.

Raden Solutions provides comprehensive support and provides professional services in regard to its monitoring products.

NetXMS architecture overview

Benefit from the system's three-tier architecture:

1. The information is collected by monitoring agents (either NetXMS's own agents or SNMP agents).
2. Then it is securely delivered to the NetXMS monitoring server for processing and storage.
3. A network administrator can configure the system and access collected data using a portable Java-based management Console, web interface or mobile management console.



All collected data and system configurations are stored in the SQL database. You can choose Oracle, Microsoft SQL Server, PostgreSQL, MySQL or SQLite as your database engine.

A database server can be installed on the same physical machine as the NetXMS server or be installed on a separate server.

Feature highlights

- Unified platform for management and monitoring of the entire IT infrastructure
- Designed for maximum performance and scalability
- Distributed network monitoring
- Automated network discovery
- Flexible and easy-to-use event processing
- Quick deployment with minimal configuration effort needed
- Easy and simple integration with related products
- Business impact analysis tools
- Native support for many popular platforms and operating systems

Refer to the full list of features in the document **“The NetXMS ATM Monitoring Feature List”**



Electronic journal synchronisation

NetXMS allows near real-time synchronisation of electronic journals with a monitoring server.

Within 30 seconds of detecting changes to an electronic journal, the NetXMS ATM agent sends updates to the server for processing and storage.

This allows you to access an electronic journal even if the ATM is turned off or unreachable. Electronic journals stored on the monitoring server are also filed by date for easier navigation. Full-text search in multiple journals from multiple ATMs is also available.



Collecting and processing metrics

- Terminal status, whether it is online, and uptime
- Hardware status and information for the biometric scanner, cassettes, card reader, cash acceptor, cash dispenser, cheque printer, depositor, receipt printer and sensors, as well as other hardware metrics
- Configurable alerts in generic log files
- Hardware errors reported to the system event log or electronic journal
- Operating system parameters, such as CPU and memory usage, free disk space, I/O statistics, running processes and services
- ATM's cash counters

Custom metrics can be configured by a system administrator – anything that can be extracted by a generic NetXMS ATM agent can be used for ATM monitoring. Moreover, the system retains a full history of all metric changes. This history can be used for further performance analysis and problem investigations.

Refer to the full list of hardware metrics in the document “NetXMS ATM monitoring feature list”

Remote access and ATM management capabilities

- ATM reboot
- XFS command execution (such as card ejection)
- Terminal software startup and shutdown
- File download and upload
- Screenshots and screencasts
- Remote command execution
- Package deployment

Remote management functionality greatly reduces the need for onsite visits. Perform bulk actions on your ATM network from your office: download new advertisement or instruction files, make screenshots, and shut down or reboot devices.

The remote command execution and file transfer can be invoked either manually by an operator or automatically in predefined time periods. It is also possible to set up the command execution as triggers for specific system events.

NetXMS reporting

Reporting engine

NetXMS distribution includes a reporting engine based on JasperReports Library: a comprehensive report development environment for building sophisticated print or web reporting.

The NetXMS ATM reporting engine benefits from the underlying power of the JasperReports Library, including flexible pixel-perfect report layout, support for a wide range of output channels (pdf, html, xls, csv, rtf, txt and xml), comprehensive charting, drill-down analysis, internationalisation and unlimited report size via report virtualisation.

Standard reports

NetXMS distribution for payment systems monitoring comes with a set of predefined reports.

The following reports are available out-of-the-box:

- ATM Availability
- ATM Cash Flow
- ATM Problem History

Additional reports can be developed on request.

It is also possible to use an external reporting engine; because all data collected by NetXMS is stored in an SQL database, any reporting engine capable of accessing data in an SQL database can be used. A complete data dictionary for NetXMS database comes with the standard distribution.

Professional support and services

By weaving together solid support, training, various consulting and integration services, and development, we help enterprises deliver on their promises of service reliability and security.

Choose as little or as much support as you need. There are

- Basic, advanced and custom training courses
- Three tiers of NetXMS expert support
- Remote or on-site troubleshooting, integration and deployment
- Consulting services
- Custom development



Let's talk in detail about how the NetXMS ATM solution can help your organisation excel

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