

Managed ATM Connectivity



Client Requirement Summary

- Telco-grade provisioning and management
- Highly reliable connectivity
- Single device with WAN, IP and legacy interfaces
- Historical reporting
- PCI compliance
- AC or 24 VDC power

Key Benefits

- Resilient comms: dual SIM, dual antenna, 3G/4G, DSL option
- Network uptime is improved compared to previous solution
- 1000s of dual path sites and 100s of mobile-only sites catered for
- Added PCI compliance
- Activator for automation provisioning
- Monitor system is automatically populated when provisioned

Requirement

One of UK's premier independent automated cash machine (ATM) operators communicates customer transaction data to and from its UK network of ATMs. The data network needed to keep each ATM in two-way communication with the merchant acquirer's data centre. Important requirements were near 100% machine availability, Payment Card Industry (PCI) compliance, fast and highly secure transactions, automated deployment by staff without router knowledge, monitoring, historical reporting so that trouble shooting staff could review fault complaints relating to issue that are days or more old.

Virtual Access Solution

The Virtual Access M2M Critical Application Connectivity solution avoids a single point of communications failure by providing dual path DSL/wireless using the GW6000 Series routers or dual SIM communications using the GW2000 Series routers. The transaction archiving/reporting and transaction monitoring applications gave the bank visibility on issues such as transaction delay and quality with configurable alarms on important system parameters such as signal strength. The historical archive meant that the operations team could review data relating to customer fault reports on issues that occurred days or weeks ago which previously was difficult or not possible.

Activator was used to automatically provision the routers and OSS integrator enabled seamless integration with deployment, logistics, billing and monitoring systems.

