NCR APTRA™ Vision

The business intelligence you need to make smarter decisions today, so you can achieve your goals tomorrow

Take out the guesswork on performance measurement

With the emergence of consumer experience as a major competitive differentiator for retail banks, careful measurement of your self-service channel performance is more important than ever. Self-service devices have become the go-to solution for providing a more immediate and low cost channel for consumer service. With constant pressure to reduce costs and increase efficiency, self-service is a key area that requires careful management and analysis in order to maintain excellent consumer experience and drive increased revenues.

Measuring business performance, operational efficiency, cost control and revenue growth in real-time is a must and NCR APTRA Vision can do it all. With a complete end-to-end view of your network devices, APTRA Vision gives you the information and data you need to take more decisive actions in the right areas, at the right times.

APTRA Vision turns data into information so you can make sure your self-service devices, such as ATMs, are meeting the needs of your consumers, all the time.
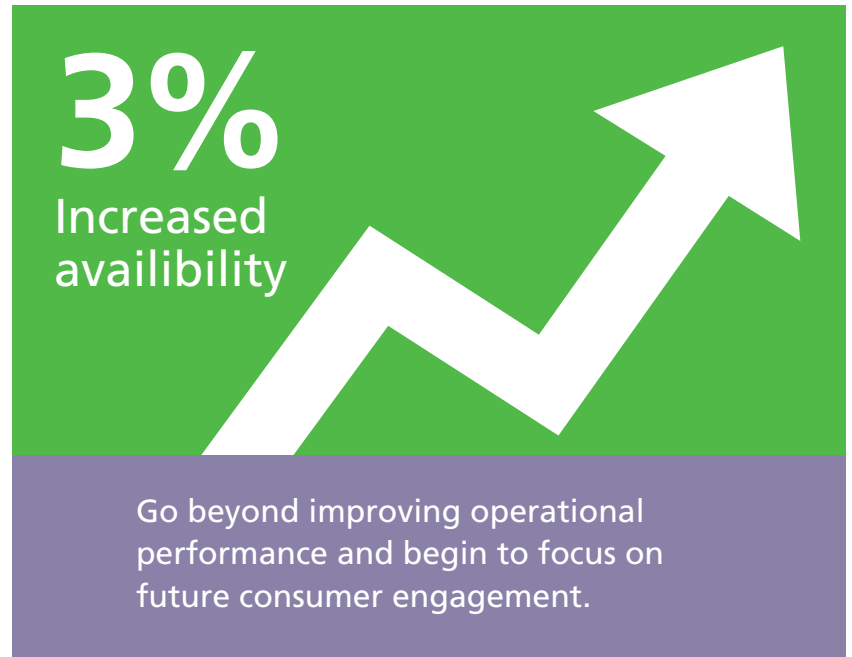
Know your availability before your consumers do

In retail banking, availability is essential to consumer loyalty, which is why device performance and expedient fault resolution are critical elements that support the success of this key metric.

Availability is about making sure the right transactions are offered to your consumers in the right place, at the right time. It is no longer good enough to just be available; you must be able to translate availability data into better business decisions, such as number of devices needed, location and additional service offers to improve future consumer interactions.

APTRA Vision will give you up to 3% increased ATM or device availability, through faster fault awareness and diagnosis. Maintain amazing consumer experience by maximizing your device availability with custom thresholds and alerts, such as low cash balances or number of expected transactions, each according to how you want to manage your business.

You can be sure you're making the best possible management decisions at both strategic and tactical levels. NCR APTRA Vision is able to analyze and correlate multiple data inputs and presents the information you need for empowered decision-making.

3%
Increased availibility

Go beyond improving operational performance and begin to focus on future consumer engagement.

Offer your consumers a consistent experience across all of your self-service channels

NCR APTRA Vision can manage and monitor almost any piece of multi-vendor equipment that is networked and can accommodate the NCR APTRA Vision agent. So, it's possible to monitor branch equipment like Teller Cash Recyclers, Interactive Teller machines, as well as ATMs.

Database information showing branch activity can be fed into the APTRA Vision database and applied in a variety of ways. As an example, the data can be accessed and used to accurately measure the results of a marketing campaign designed to migrate a particular transaction type from teller to self-service device. Transaction volumes of each channel can be directly compared as frequently as data sources permit.

NCR APTRA Vision gathers all incident management data from the self-service channel, and presents it in a format that is meaningful and allows for easier and smarter business decision making.

APTRA Vision

APTRA Vision dashboard

Multi-Vendor Self-Service Device Support
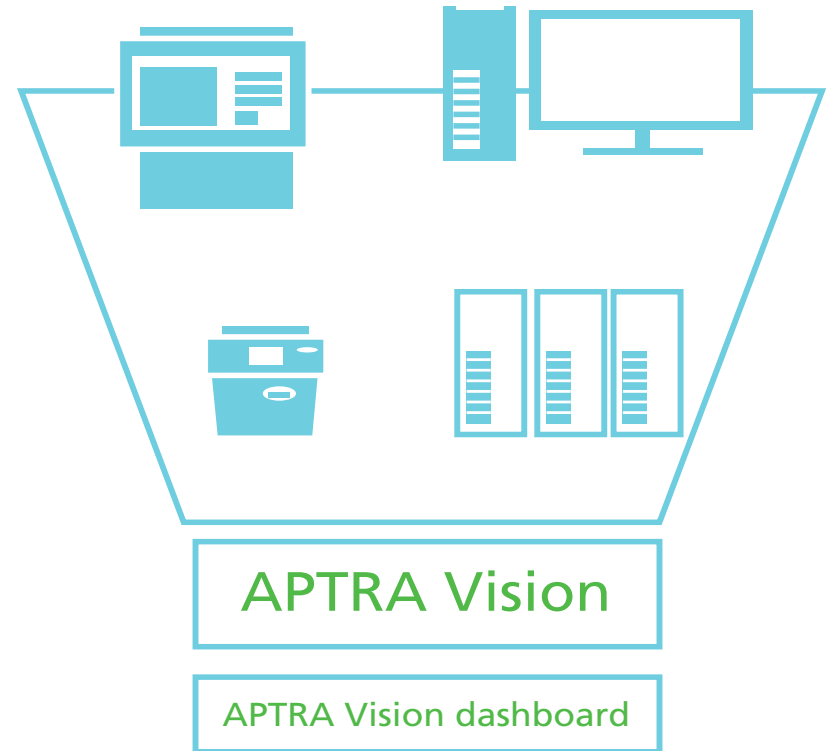
Turn your maintenance plan into intelligent service management

Speed of resolution is based on the effectiveness of the help desk and their coordination of servicers. APTRA Vision can automate many help desk operations, passing fault and diagnosis information directly to servicers and instigating service dispatches.
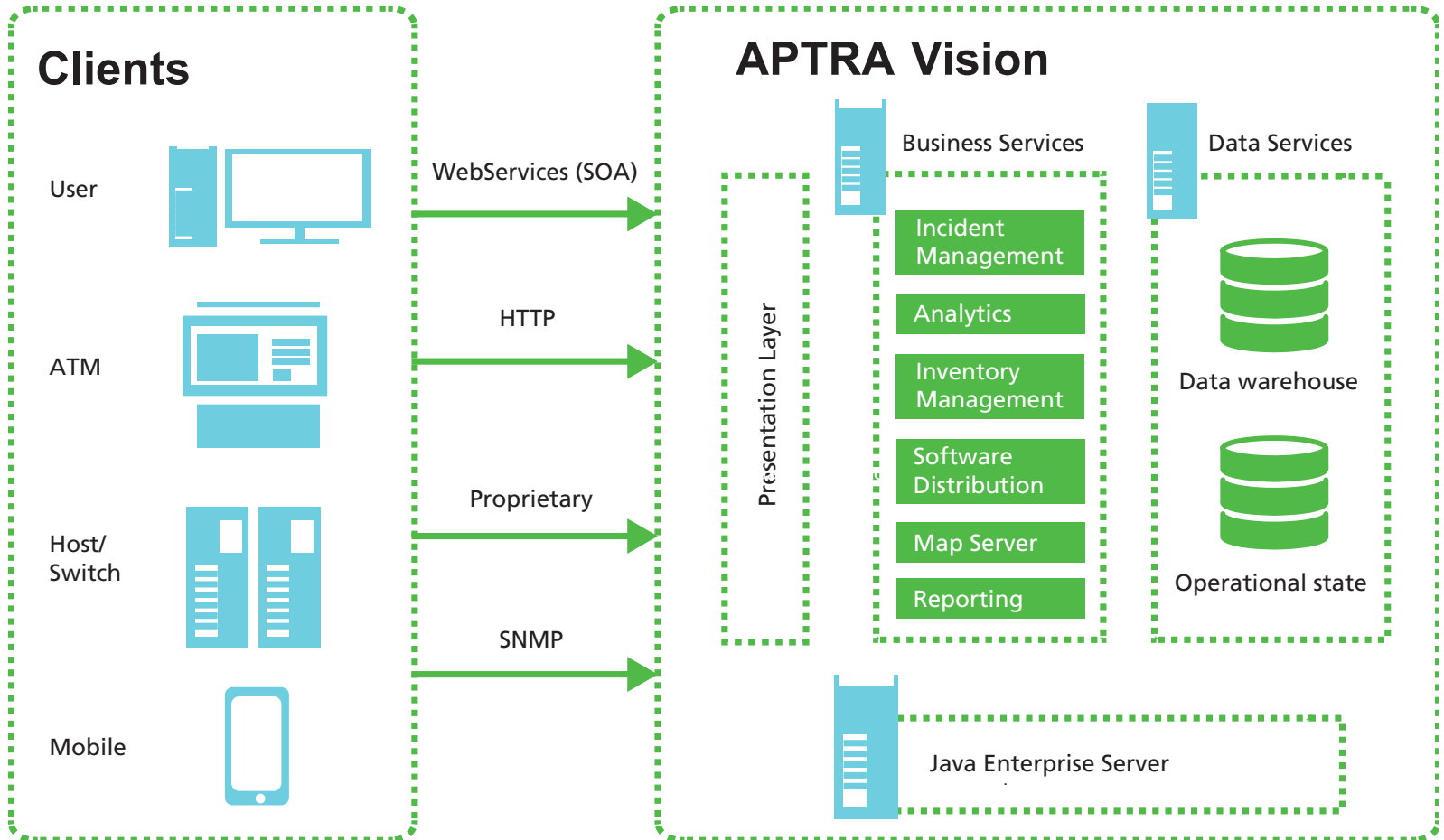
APTRA Vision's ability to issue automated remote commands brings a device back into service without the need to send a technician on site. Financial institutions running this type of automated diagnosis gain significant benefits in cost and efficiency, by freeing help desk staff from simple, routine tasks and reducing the number of First Line Maintenance dispatches.

APTRA Vision's enhanced features such as inventory management and software distribution allow you to efficiently and accurately plan and administer upgrades and replacement strategies.

APTRA Vision helps turn your support efforts into a proactive, efficient organization resulting in a more reliable, consistent consumer experience.

APTRA Vision Architecture

Clients

- User
- ATM
- Host/ Switch
- Mobile

- WebServices (SOA)
- HTTP
- Proprietary
- SNMP

APTRA Vision

Business Services

Data Services

Presentation Layer

- Incident Management
- Analytics
- Inventory Management
- Software Distribution
- Map Server
- Reporting

- Data warehouse
- Operational state

Java Enterprise Server

APTRA Vision Architecture

NCR APTRA Vision lets you see the dependencies and consequences of events in your self-service network and their effect on consumers and business performance. The capability to gather and correlate data from multiple sources is built in to the NCR APTRA Vision architecture.

The architecture of NCR APTRA Vision is designed to address almost any type of self-service device, so it is much more than a hardware management tool. Software agents, equipped to deal with a wide variety of devices and network infrastructures, are used to capture and transport device information to a server. Integration and analytics capability in the APTRA Vision server is then used to correlate all of this information for display and reporting.

This approach provides a unified platform that gives organizations the ability to deploy and manage a variety of self-service applications while leveraging common interfaces, data repositories and business activity monitoring toolsets. It delivers a consistent set of services and data that is the same for everyone.

NCR APTRA Vision architecture has been developed in such a way to allow easy extensibility and incorporation of new technologies. Integration with third party software vendors is much more flexible and collaborative.

> NCR APTRA Vision provides unrivaled insight into what is really happening in the self-service network, and helps achieve significant advances in availability, consumer experience and business performance.

APTRA Vision Features

Combined Business and Operational Data Analysis
APTRA Vision provides visibility into both operational data (availability, transaction counts) and business data (unserved customers, missed transactions). APTRA Vision's broad information spectrum provides you with the data you need to identify hidden relationships between different performance-influencing factors.

Real-time Updates of Key Performance Indicators (KPIs) APTRA Vision provides visibility into the KPIs that gauge the daily success of your network operations. APTRA Vision's KPIs allow you to analyze your network's most important metrics at a moment's notice, thus enabling you to make strategic and tactical responses faster than ever before.

Geographic Data Correlation
APTRA Vision's availability map provides you with a geographic display of your network's assets. It allows you to quickly identify the state-of-health of individual assets at the street level. When the availability map is viewed in broader displays, it allows you to quickly track the aggregated health of your networked assets.

Inventory Management
The inventory manager in APTRA Vision provides a comprehensive listing of all devices, their main components right down to serial numbers and firmware revisions, software systems and PC Cores. Regulatory audits, maintenance planning and upgrades are now easier and faster than ever before.

High Performance Incident Management
APTRA Vision provides comprehensive incident management capabilities. It provides a visual display of incidents associated with clients.

Multivendor Capability
APTRA Vision's scope of support extends beyond the management of NCR ATMs. APTRA Vision supports assisted or self-service networks with a diverse range of device types, suppliers and network structures. It provides multi-vendor management of ATM's based upon CEN XFS standards. APTRA Vision uses software agents to gather data from multiple vendors' ATMs as well as branch devices, kiosks and other consumer-facing managed clients.

APTRA Vision Features

Cash Level Monitoring
Cash department users can use this on an overhead display to show the network status in terms of which machines are about to go low or out of cash, which deposit bins need emptied, etc. Executives or help desk administrators can use the map to assess during the business day how effective the staff and tools are at ensuring the ATMs never run out of cash.

Software Distribution (SWD)
Fully integrated with NCR APTRA Vision, it provides multi-vendor software distribution capabilities, and all types of software and data files can be downloaded, uploaded and installed for the target clients.

Remote Commands
The remote commands functionality allows you to send a command to a managed client and view the results. Pre-defined commands currently include, reboot managed client, put application in service, and put application out of service.

Dashboard Analytics
Enables real time comparisons of how transaction volumes are trending now on a given population of ATMs compared to how they did at a benchmark period of time. Users will see visual trending overlays on this dashboard of the different transaction types which will help to indicate which transaction types are being most utilized.

APTRA Vision enables you to improve your network management efficiency and performance, leading to lower operational costs, increased revenue and excellent consumer experience.

Empowered decisions, powerful results

Decisive action
NCR APTRA Vision reduces time, consuming technician site visits by enabling pre-emptive actions along with remote management and command functions. Precise handling increases availability, reduces operational costs and improves overall consumer experiences.

Easy to use—by anyone
Business managers, non-technical users as well as operations specialists will all find NCR APTRA Vision easy to use. It's user interface can be personalized to suit different job roles or individual users.

Maximize availability and increase revenue
NCR APTRA Vision will help you maximize availability in the broadest sense, not just by detecting and managing, often automatically, the rapid resolution of device failures, but also by showing you which transactions are being demanded in which locations and which services are the most popular. This exposes any gaps in your coverage where new revenue could be earned.

Transform your consumers' experience
You can transform the quality of your consumers' experience and make it a positive competitive differentiator with NCR APTRA Vision. This is accomplished by achieving higher availability across your network and by being able to track consumers' choices and behavior in terms of transactions selected and successfully completed across multiple points of service.

Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

NCR Corporation | 3097 Satellite Boulevard · Duluth, Georgia 30096 · USA

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

All features, functions and operations described herein may not be marketed by NCR in all parts of the world.
Consult your NCR representative or NCR office for the latest information.

NCR APTRA is either registered trademarks or trademarks of NCR Corporation in the United States and/or other countries. All brand and product names appearing in this document are trademarks, registered trademarks or service marks of their respective holders.