ManagedSource

Up to 60% remote service call resolution with **ManagedSource**, reducing response times and improving machine up-time.

ManagedSource was developed to maximize ATM/ITM uptime, security and compliance by utilizing technology to remotely monitor and repair your fleet. Whether it is a pathway to PCI compliance, Microsoft and OEM software update distribution, ATM promotion screen management or remote diagnostics, our expert MSHD service team allows you to focus on what you do best.

Remote Management

Monitor, manage and maintain your ATMs/ITMs. Reduce service calls and expedited resolution. Includes remote issue identification, notification, and resolution.

▶ Multi-platform compatible

▶ Hosted service – no additional equipment, or administration overhead

▶ Remote Help Desk available for working trouble tickets

▶ Remote device configuration

▶ Remote updates

▶ Remote system reboot

▶ File management upload/download

▶ Remote diagnostics (initialize, read/reset all errors, totals, reject totals)

▶ Hardware and software diagnostics, inventory and version verification

▶ Terminal Management: Location Grouping

Remote EJ Retrieval and Analytics

Electronic Journal activity and reports sent to the client on request.

▶ Electronic Journal retrieval scheduled and unscheduled

▶ System log diagnostics export

▶ Annual System Review

▶ Analytics and reports showing transaction types, volume

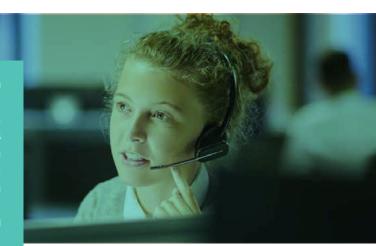▶ Compliance reporting: SN, HDD, HW

Security

Increased security.

▶ User account and hardware monitoring

▶ Incident management (ATM shutdown on command)

▶ Multifactor Authentication with remote control console

▶ HDD and Whitelisting

ManagedSource

> " We rely on ManagedSource for loading custom screens, ATM error identification and solutions, as well as software patching and upgrades. ManagedSource is able to resolve errors remotely, without a physical technician on site, which saves us money. We've observed a decrease in ATM downtime and an increase in customer satisfaction.
> **– Lance Bodine, SVP Facilities/Security, Vista Bank, Lubbock, TX**

Patch Management

Maintain compliance and keep your ATMs/ITMs secure with-up-to-date Microsoft software patches.

▸ Cross platform OEM stack patch management (NCR / Hyosung)

▸ Cross platform Microsoft stack patch management

▸ Patch status reports provided, ready for auditors

▸ Automated patch installation

ATM Marketing Promotions

Deploy advertisement screens to any and all ATMs/ITMs, automatically at times you choose.

▸ In-house Marketing Screen deployment

▸ Promotion screens installer creation and deployment

▸ Keep branding consistent with in-branch promotions

▸ Update welcome, please wait and thank you screens

▸ Personalized targeted branding

Anti-Virus and Endpoint Protection

Protect your devices with trusted Application Control to prevent malicious attacks.

▸ Anti-virus protection services

▸ Firewall protection services

▸ EndPoint protection services

Customer Projects

Customizable projects deployed and implemented remotely.

▸ OEM patch management

▸ Remote Deployment of Deposit Automation software, Hyosung NBS software transitions and other large scale upgrades

▸ Custom development

Cennox

One supplier, so many solutions.

For more information contact our Sales Support Team

Phone: 1-800-4848 ext 2660 | Email: us.svc.salessupport@cennox.com

OFFICE LOCATIONS
Murrieta, CA | Smyrna, GA | Fort Lauderdale, FL | Missoula, MT | New Albany, IN | Springfield, MO | Millersport, OH | Oklahoma City, OK

info@cennox.com
www.cennox.com