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Fiserv Launches Multi-Vendor Device Management Solution to Optimize Self-Service Financial Terminal Networks

- Device Manager: Terminal Connect monitors hardware, software and platform components for ATMs, kiosks, smart safes and other self-service terminals
- Organizations can resolve issues, update marketing content and provide debugging capabilities remotely
- Solution helps prioritize, manage and monitor activity for an organization's entire device network

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today the availability of Device Manager: Terminal Connect™, which enables direct connection of self-service terminals – ATMs, kiosks, passbook printers, cash recyclers and smart safes – to Device Manager™, the device monitoring, performance measurement, and service dispatch and management solution from Fiserv. Device Manager: Terminal Connect helps prioritize, manage and monitor activity for an organization's entire device network.

Device Manager: Terminal Connect is a device management solution that monitors hardware, software and the solution's platform components on the device itself. The comprehensive Device Manager solution includes standards-based, multivendor management of software components, as well as the monitoring and management capabilities needed to efficiently keep an ATM system operational. When using remote resolution capabilities, many organizations report a 20 percent reduction in on-site visits and an increase in device availability.

"Being able to remotely monitor activity and gather information, including detailed status reports on the many hardware, platform and software components that make up self-service delivery channels is just the beginning," said David Johnson, senior product manager, Cash & Logistics, Fiserv. "Terminal Connect also enables organizations to resolve issues, update marketing content and provide debugging capabilities – all from a remote location. When staff members are able to quickly and easily reset a machine or retrieve a log file without sending someone to an ATM, everyone wins."

With self-service solutions expanding across multiple consumer channels, implementing a common management organization and infrastructure across all devices can simplify staffing, systems and processes. Organizations using Device Manager: Terminal Connect are able to create a single enterprise service desk to cover all physical self-service channels and issue remote resolution commands to resolve problems quickly.

Also, once an organization is interacting directly with its devices, many opportunities for cost savings and operational improvement will be available. For example, Device Manager: Terminal Connect can be used to safely collect electronic journals and make them available to staff almost immediately. Employees can easily load new advertising campaigns, images or other content into Terminal Connect and then schedule when and how the content is available.

Fiserv will be showcasing Device Manager and Device Manager: Terminal Connect at the ATMIA U.S. conference and expo in Orlando, Fla., February 11-13 at the Loews Pacific Resort at Universal Studios.

Additional Resources:

- Device Manager - <http://www.fiserv.com/insights-optimization/cash-logistics/device-manager.htm>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

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