TOTAL CARE

TURNKEY PLATFORM FOR REAL-TIME MONITORING, MANAGING AND OPTIMIZING OF SELF SERVICE KIOSK NETWORKS

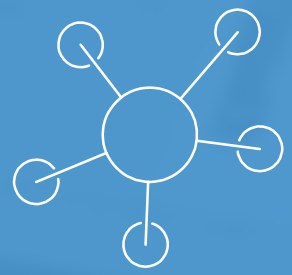
unixfor
transforming customer experience

WHAT DOES A SELF-SERVICE KIOSK NETWORK NEED?

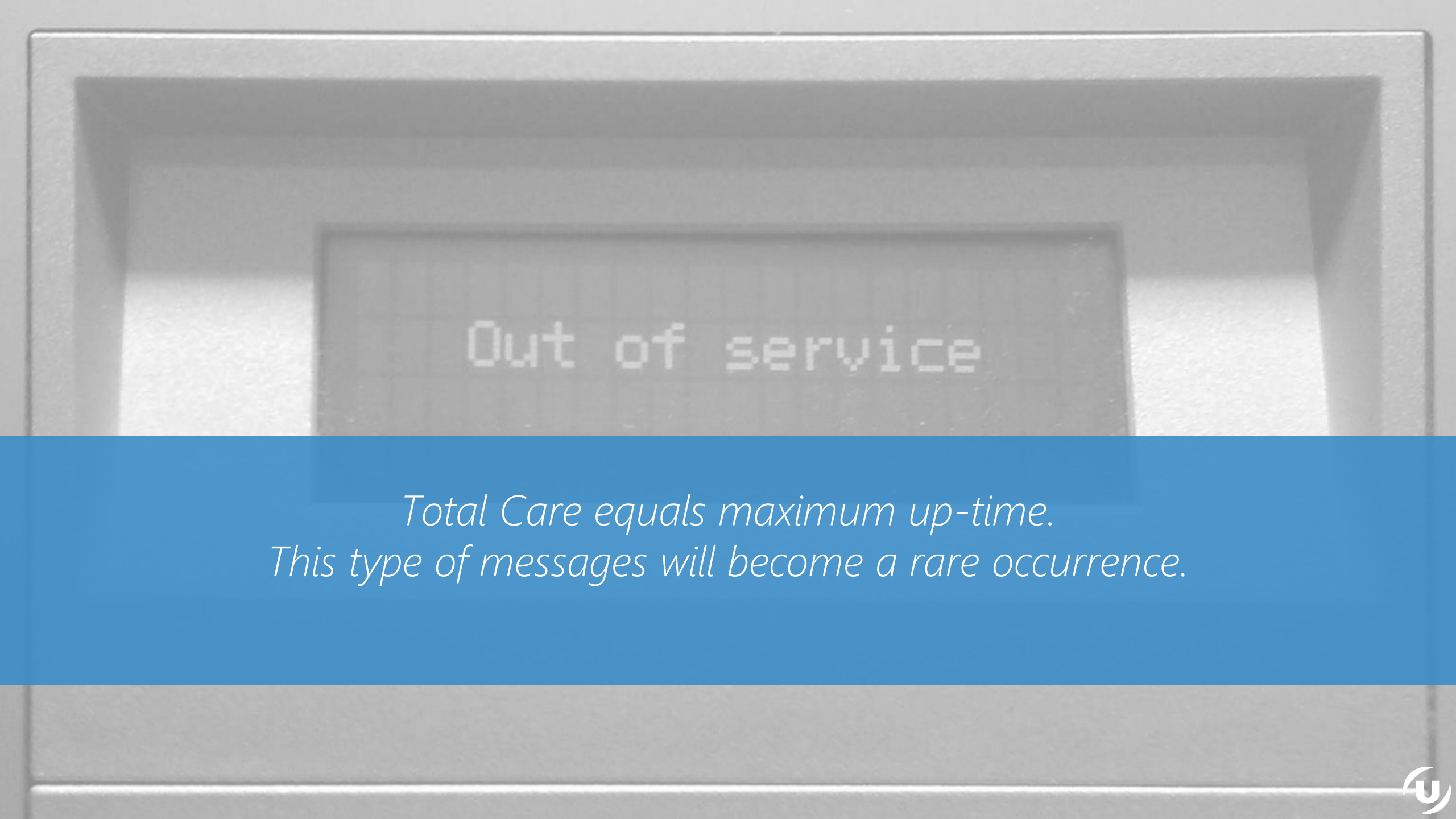
Healthy Self-Service Kiosk Networks, offering fast and robust services,

- ➜provide credibility
- ➜increase business efficiency
- ➜reduce operational costs

Therefore, in order to provide the best possible service, one must be able to



- ➜monitor the network and be informed if something goes wrong
- ➜remotely control and manage the kiosks
- ➜keep software up-to-date
- ➜offer availability statistics in order to meet SLAs and take proactive actions



Total Care equals maximum up-time.
This type of messages will become a rare occurrence.

WHAT IS TOTAL CARE ?

Total Care Platform ensures optimum and smooth operation of your entire self-service kiosk network, providing the necessary functionality for

- ➜network management and structure
- ➜overall monitoring
- ➜on-time issue detection and user information
- ➜problem preventions,
- ➜remote management

Total Care increases the productivity of the network, offering 24x7 monitoring of the terminals without having to purchase specialized software or hardware.

Key Functionality

Basic function groups

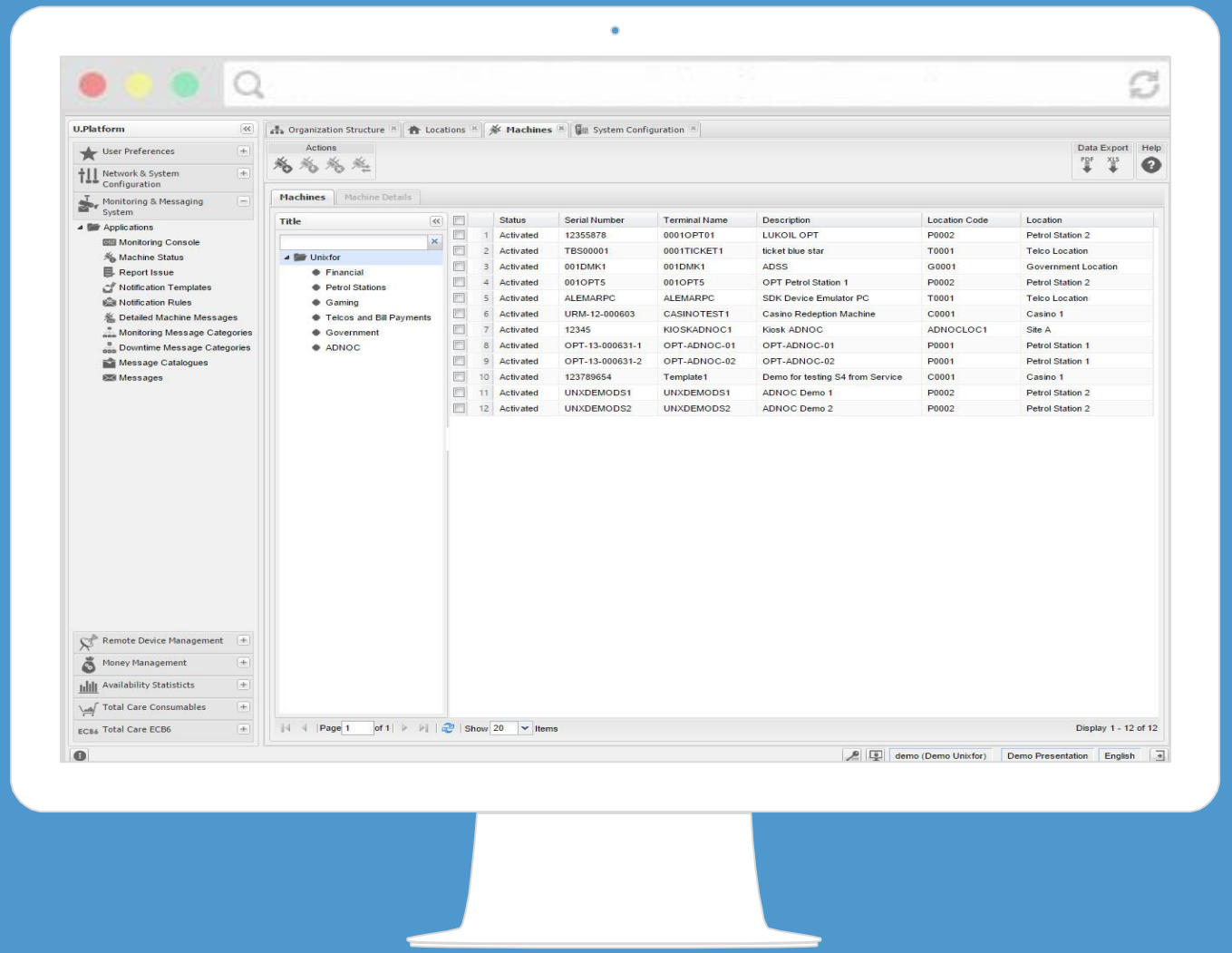
- Network & System Configuration
- Monitoring & Messaging System
- Remote Device Management
- Availability statistics

Based on Kiosk Configuration

- Consumables Management
- Money Management

Optional functionality (if applicable)

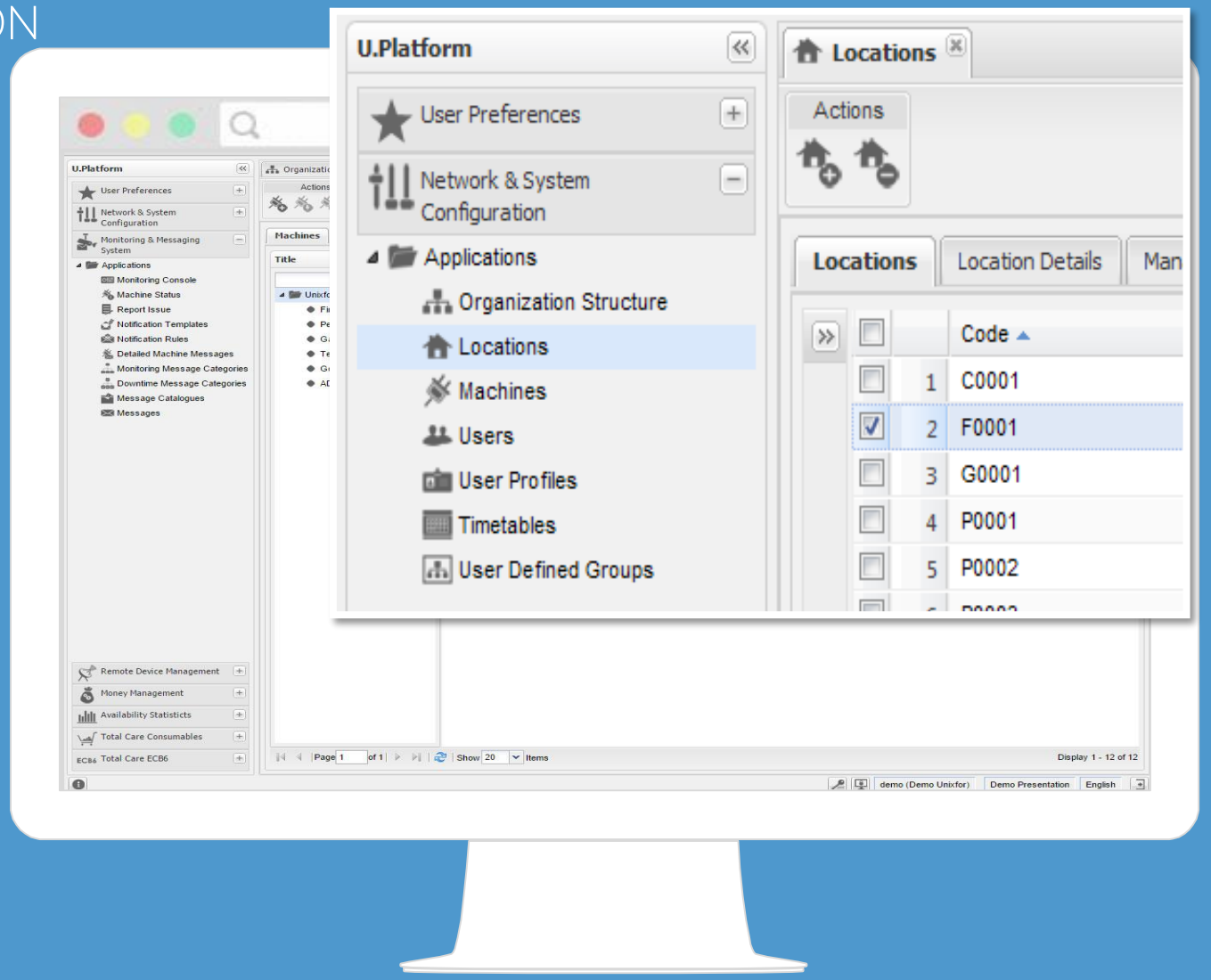
- Advanced Banknotes Control



NETWORK & SYSTEM CONFIGURATION

Network & System Configuration (NSC) provides the necessary tools for managing and implementing the preliminary concepts and notions of a Self Service Terminal installation.

This feature is targeted at the personnel responsible for administrating and managing the Self Service infrastructure (system and product administrators)



Highlights

- ➜global configuration from a centralized console
- ➜guided setup for all processes
- ➜ease to handle unlimited kiosks
- ➜granular security configuration
- ➜multi-company support

MONITORING & MESSAGING SYSTEM

Total Care includes mechanisms which instantly inform users about any event or issue occurring over the entire monitored kiosk network. Such events could be:

- informational, which record information about the operation of the kiosks (e.g. shift change)
- warnings, early alerts for action to prevent loss of partial or total kiosk functionality (e.g. receipt paper is running out)
- problems or errors, that indicate that the kiosk has ceased to work or that some of its functionality is no longer available (e.g. tickets are out)

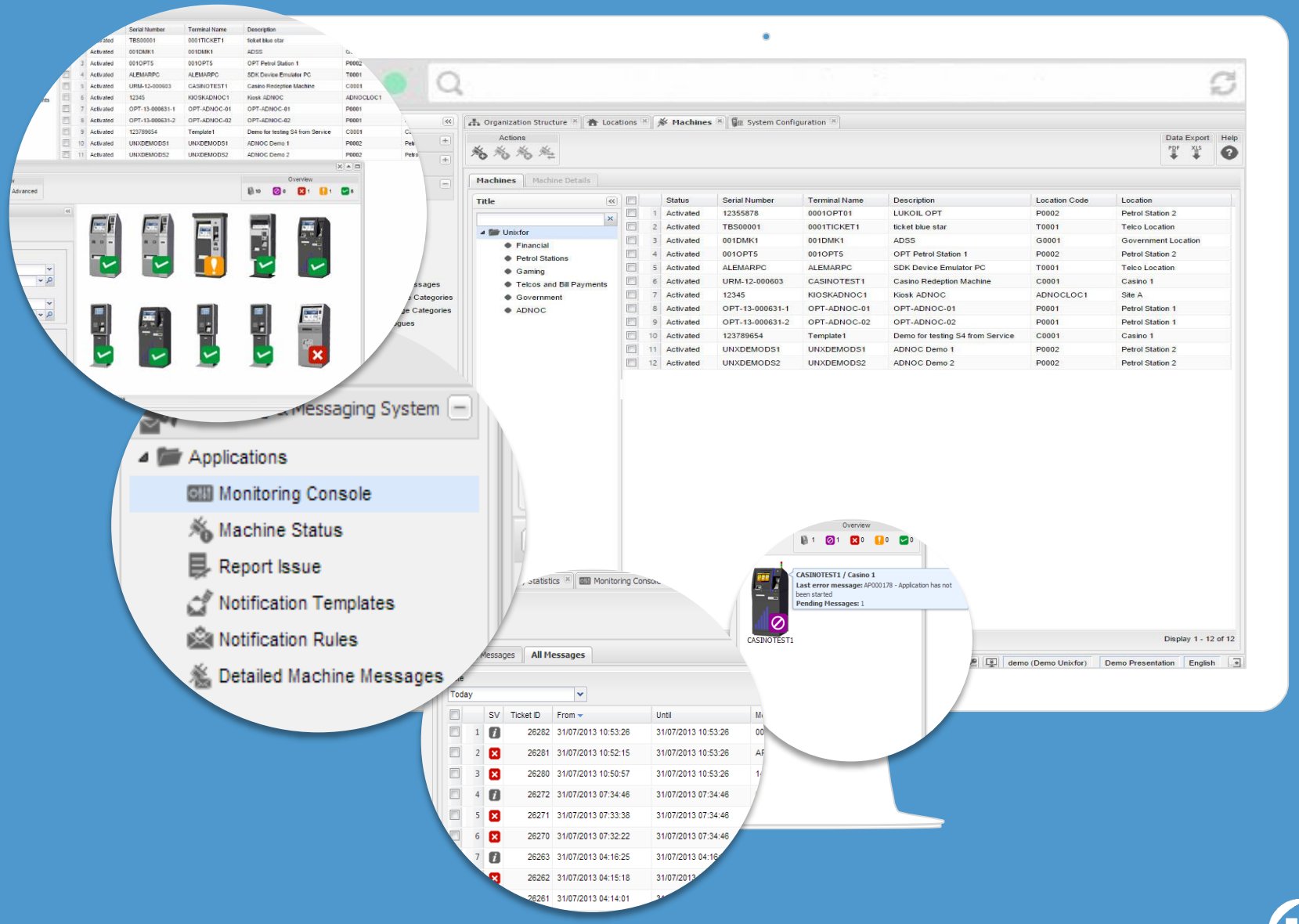
Information is made available

- through the monitoring console allowing for real time checking of the operational level of the kiosks, at a high level, or in drill-down mode to see problem details
- through e-mail or text messages (SMS), based on automated notification rules were users are informed immediately for selected events
- In addition, a reminder mechanism generates and sends reminder messages to the same or other users, if the issue has not been closed within a predefined amount of time

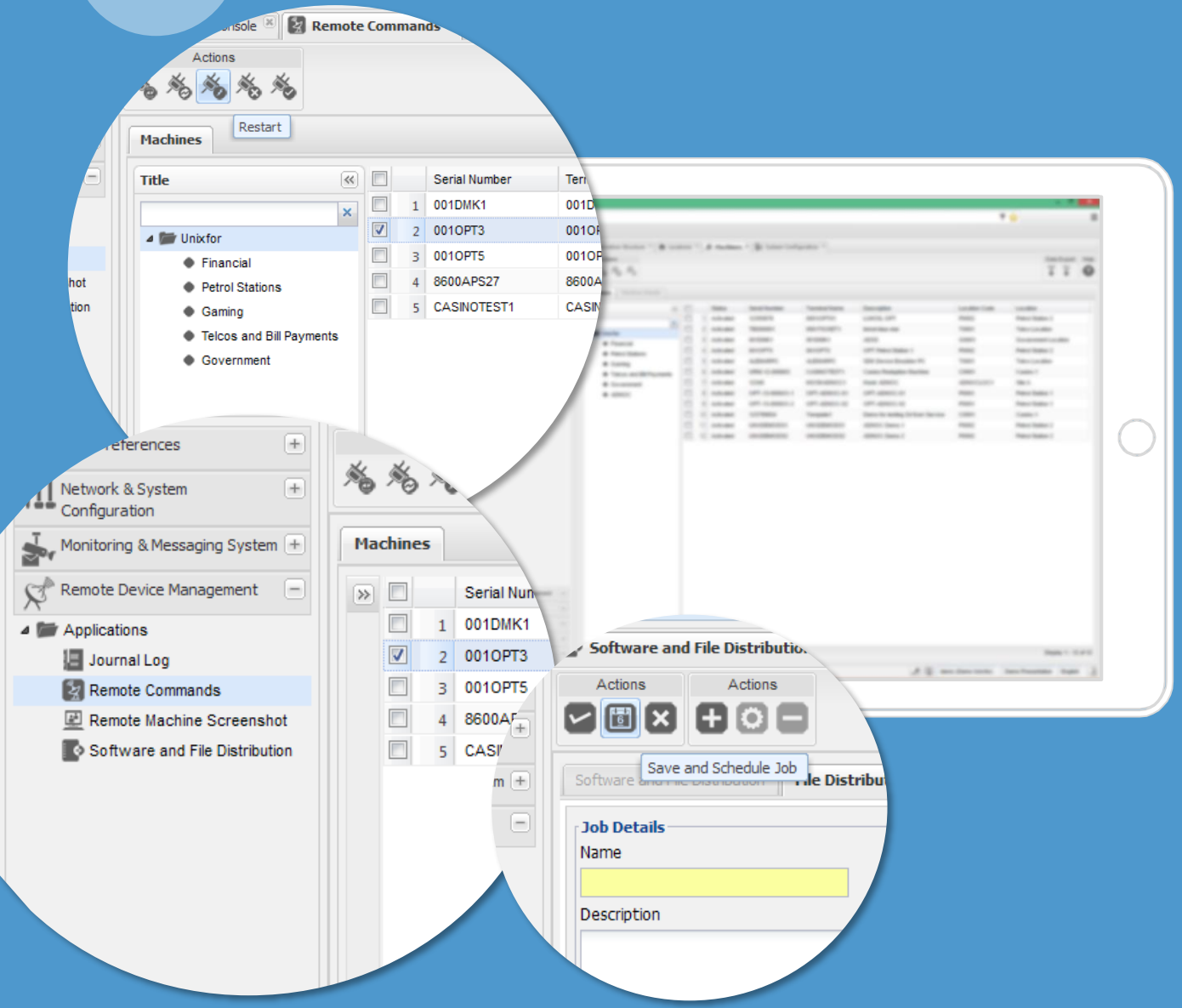
MONITORING & MESSAGING SYSTEM (INDICATIVE SCREENSHOTS)

Customer response time and cost of issue investigating and resolving are significantly decreased through the Total Care remote console, offering monitoring & resolution capabilities.

In addition, the use of these tools allows technicians to be properly equipped for on-site problem resolving (e.g. hardware failure).



REMOTE DEVICE MANAGEMENT



Total Care includes a number of applications that assist in the remote management of kiosks, providing users with the ability to fully control the kiosks and their software.

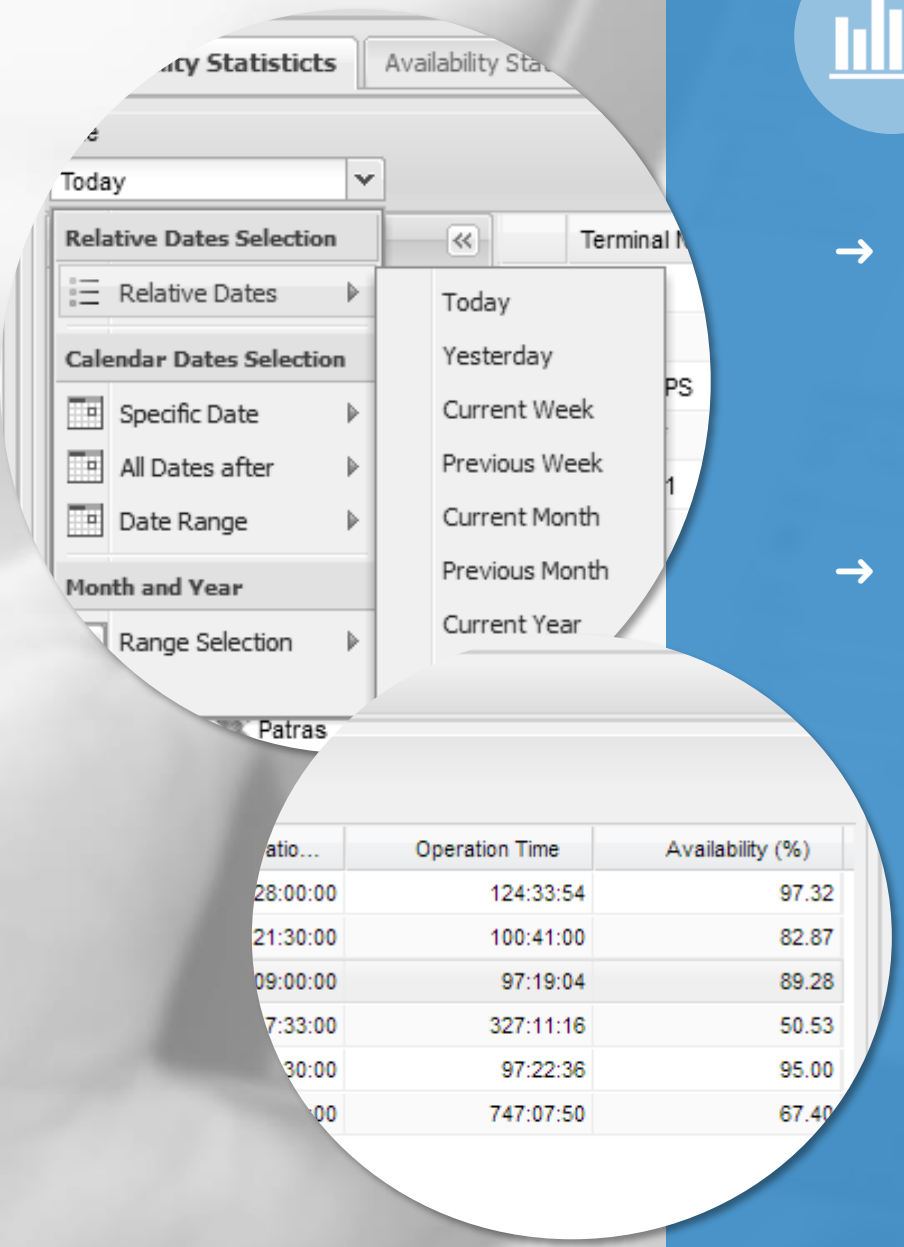
Tasks like, file transfer, change of configuration or capture and display of a screenshot of the kiosk screen, are only a subset of the functionality that can be performed remotely, without the need of physical presence at the location of the installation.

Secure software distribution

Total Care also delivers an easy, fast and reliable way to remotely install new software releases on the entire or any part of the kiosk network.

The installation files are protected with enhanced security methods, in order to ensure

- ➔ the reliability and authenticity of the transferred files to the kiosks
- ➔ rejection of files that come from any unauthorized sources

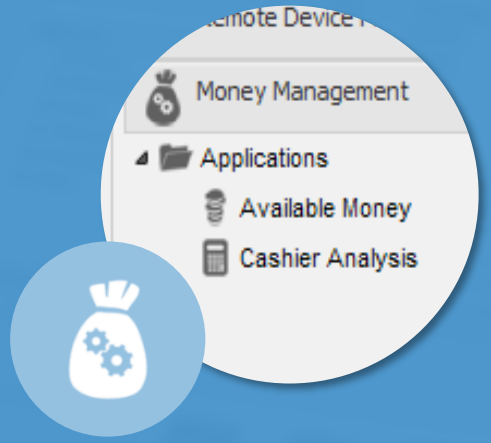


AVAILABILITY STATISTICS

- Besides the applications that are responsible for keeping the availability and productivity of the kiosks as high as possible, Total Care provides mechanisms for measuring the actual uptime of the kiosk network.

- These mechanisms are the tool to depict the most common reasons the kiosks are partly or totally unavailable. This information can improve overall service by focusing on recurrent issues or problems.

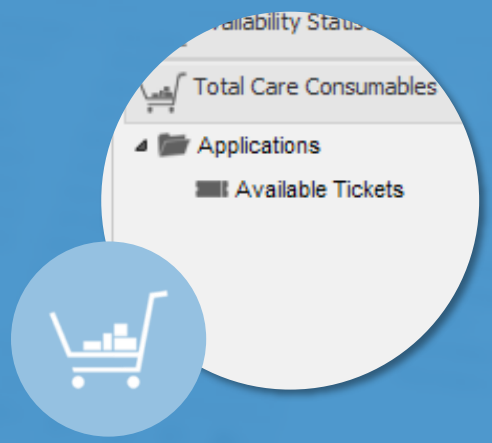
ADDITIONAL FUNCTIONALITY



MONEY MANAGEMENT*

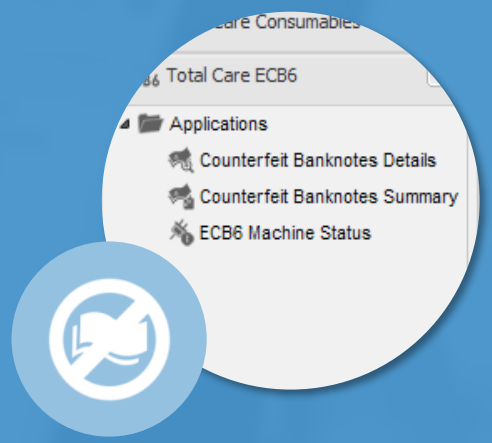
A tool that keeps track of the cash available at the kiosks, and provides tools for retrieving such information real-time

*for kiosks using banknotes/coins



CONSUMABLES MANAGEMENT

A tool to retrieve availability of special consumables of the kiosk, in real time (such as ticket paper or printer ribbon)



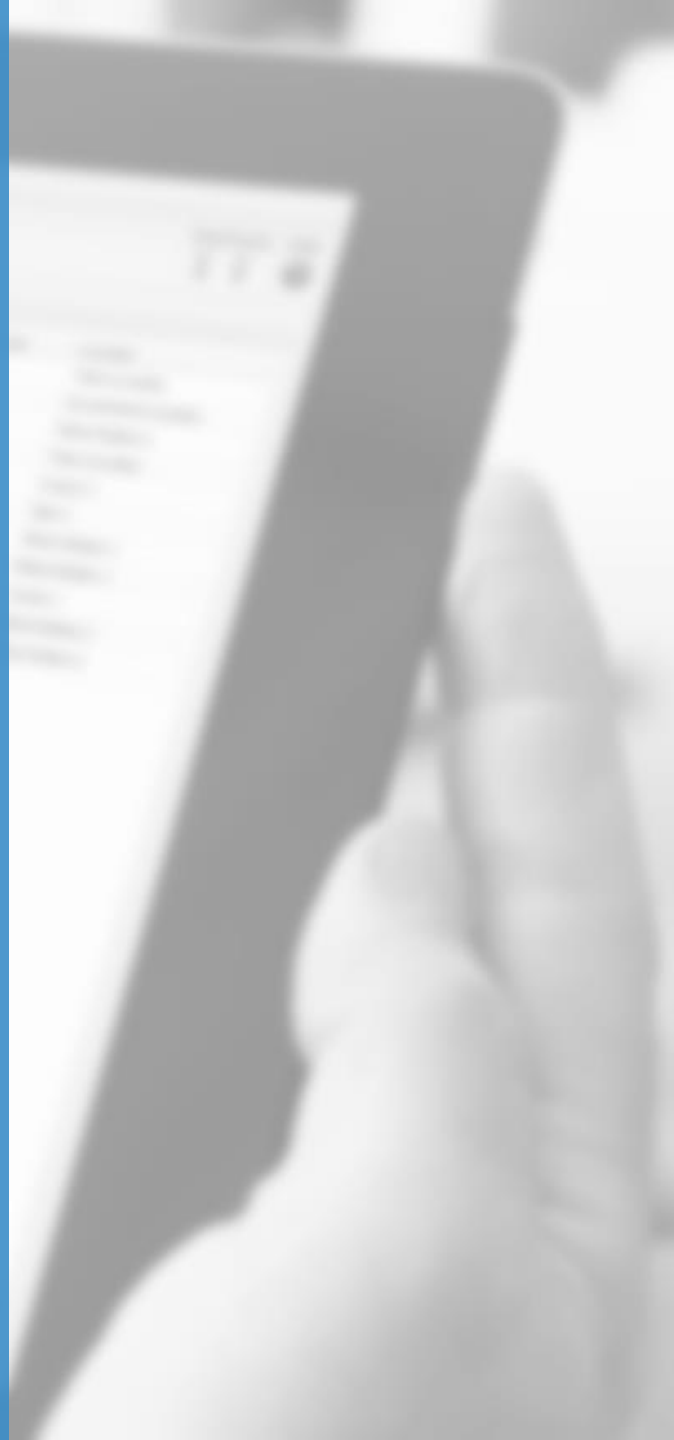
ADVANCED BANKNOTES CONTROL

Monitors the use of counterfeit and suspect banknotes, raises alerts and extract relevant reports (applicable depending on model)

KEY TECHNICAL CHARACTERISTICS

- ➜Designed for Unixfor Kiosks but works with other vendor kiosks too
- ➜Supports multi-vendor kiosks on one installation
- ➜Works with any web browser
- ➜Requires no plug-ins
- ➜AJAX enabled, for the best possible user experience
- ➜Designed to support unlimited Users and End-points

Total Care is a platform that takes advantage of modern technologies in order to provide the best possible services in the most convenient way



DATA SECURITY

Total Care is implemented on a strong infrastructure in order to ensure the safety and integrity of data and information, and offers

- Role based user profiles
- Information viewing and functionality based on the “need-to-see” and “need-to-do” principals
- Configurable granularity of audit trails
- Data encryption

TOTAL CARE OPERATIONAL MODES

Unixfor								
Partner								
Customer								

hosting monitoring

Thank you!

Any questions?

Contact us!

ISO 9001:2008
#13-Q-0411007-TIC

ISO 14001:2004
#13-E-0411007-TIC

ISO 27001:2013
CERTIFIED M.S. 24/АП