ICM INCIDENT MANAGEMENT

Incident Management

Remote Cash Control
Let your cash flow thru the web …directly to your bank

How are you notified on network incidents?

Health monitoring
Jams, component failures, malfunctions. Missing cash removable storage media.

Critical events watch
Cash media replacement, recycler offload, cash storage full, safebox door open, alarms relay.

Alive connection link
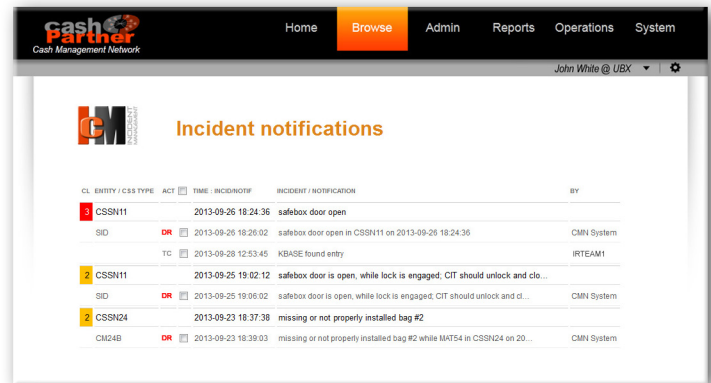Detect link connectivity failure.

Features

- Automatic incident detection and classification
- Automated notifications dissemination
- Tightly coupled with CMN System
- Multichannel notification delivery via email, portable devices, sms and web services
- Intra-users messaging subsystem
- Intelligent criticality elevation by incident aging
- Focus and respect to ITIL standards
- External information feeder & consumer plug-ins

Benefits

- Increases awareness level on network incidents
- Discipline in incident response activities
- Reduces time lag for incident awareness
- Traceability and auditability in SLA performance
- Dramatic reduction on Help Desk staffing
- Coordinates the Service Desk and field workforce
- Stakeholders stay constantly informed
- First step towards a Technical Knowledge Base

Timely awareness on your network incidents

- IcM subsystem is constantly monitoring the health of your network devices such as the cash smart safes.

- Jams, missing cash removable storage media, component failures, malfunctions are detected, recorded and stakeholders are notified.

- Same is true for all kinds of critical events, as cash media replacement, recycler offload, cash storage full, safebox door or lock open and alarms relay.

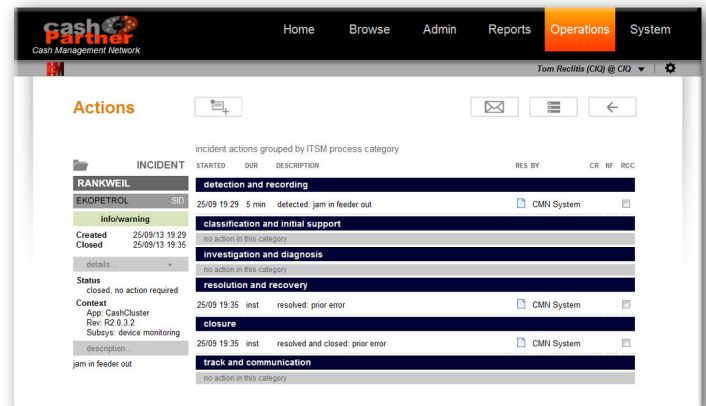## Stay informed anytime, anywhere via wireless alerts

Notifications are selectively disseminated to all stakeholders next to any action associated with an incident.

CashPartner users are notified by an alert icon on the web page header.

Concurrently the notifications are reaching you anytime, anywhere via wireless alerts on your mobile device.

Enhance your incident response process quality

- Actions taken in response to incidents are recorded by the system.

- Stakeholders are optionally notified.

- Service desk assigns incident ownership and coordinates recovery activities with the field workforce, via wireless communication

Prioritize your reactive processes and resources

Auto-detected smart safe devices incidents are classified by IcM system and assigned criticality level.

Incident aging is automatically elevating criticality starting with the first hour.

Incidents response team monitoring screen is automatically prioritizing open incidents based on reverse criticality level.

Focus and respect to ITIL standards

Actions taken in response to incidents are classified to one of the six basic categories, as per ITL standards i.e. detection and recording, classification and initial support, investigation and diagnosis, resolution and recovery, closure, and tracking and communication.

Full traceability and auditability is provided on actions, resolution, technical details, owner and escalation.

IcM database provides SLM compliance performance reports on demand.