



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

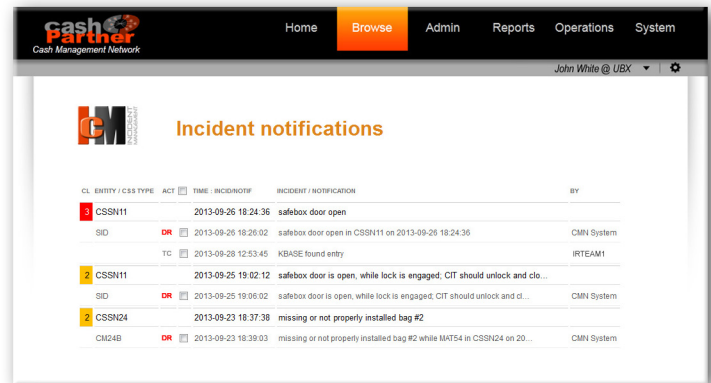
- Automatic incident detection and classification
- Automated notifications dissemination
- Tightly coupled with CMN System
- Multichannel notification delivery via email, portable devices, sms and web services
- Intra-users messaging subsystem
- Intelligent criticality elevation by incident aging
- 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.



CL	ENTITY / CSS TYPE	ACT	TIME - INCIDENT	INCIDENT / NOTIFICATION	BY
1	CSSN11		2013-09-26 18:24:36	safebox door open	
	SID	OK	2013-09-26 18:26:02	safebox door open in CSSN11 on 2013-09-26 18:24:36	CMN System
	TC		2013-09-28 12:53:45	KBASE found entry	IRTEAM1
2	CSSN11		2013-09-25 19:02:12	safebox door is open, while lock is engaged; CIT should unlock and clo...	
	SID	OK	2013-09-25 19:06:02	safebox door is open, while lock is engaged; CIT should unlock and cl...	CMN System
2	CSSN24		2013-09-23 18:37:38	missing or not properly installed bag #2	
	CM24B	OK	2013-09-23 18:38:03	missing or not properly installed bag #2 while MMT54 in CSSN24 on 20...	CMN System



Stay informed anytime, anywhere via wireless alerts

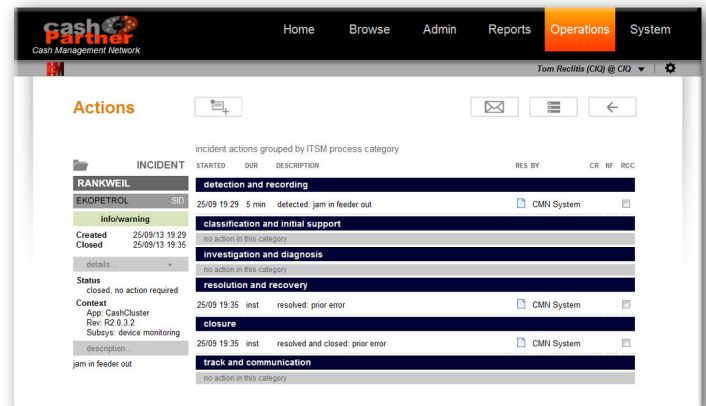
Notifications are selectively disseminated to all stakeholders next to any action associated with an incident.

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



INCIDENT	STARTED	DUR	DESCRIPTION	RES BY	CR	RF	RCC
RANKWEIL			defection and recording				
EKOPETROL	25/09 19:29	5 min	detected: jam in feeder out	CMN System			
	Created	25/09/13 19:29	classification and initial support				
	Closed	25/09/13 19:35	no action in this category				
	Details		investigation and diagnosis				
	Status	closed, no action required	resolution and recovery				
	Context	25/09 19:35 inst	resolved: prior error	CMN System			
	App: CashCluster		closure				
	Rev: R2 0.3.2		25/09 19:35 inst	resolved and closed: prior error	CMN System		
	Subsys: device monitoring		track and communication				
	description:		no action in this category				
	jam in feeder out						

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.

