Maestro Monitoring & Control

An ATM Remote Monitoring & Control System

Maestro Monitoring and Control (Maestro M&C) is a web based self-service machine monitoring and control system that provides real-time machine analysis based on collected data such as kiosk status, consumables inventory, errors and statistics. This information is then translated into alarms and alerts that will enable your ATM operator to make informed decisions and take swift follow up actions.

Maestro M&C is built to automatically measure, diagnose and report the health status of your fleet of ATMs across multiple vendors and software platforms, providing you with optimal centralized control over your machines regardless of geographical location and reach.

A robust ATM remote monitoring and control system is especially critical in present times as banking trends continue to see a shift toward 24-hours unmanned banking branches.

An alert message sent out with information that a particular cash dispensing machine is running low on bank notes can help you avoid unnecessary machine downtime because your ATM operator would be able to arrange cash replenishment at the next available opportunity.

When encountering an error or abnormality, Maestro M&C does not only identify the problem but also pin point the exact location of the problem to enable your ATM operator to dispatch the right field technicians who are well equipped. Problems can therefore be rectified in the shortest time frame to minimize machine downtime.

Maestro M&C is also capable of centrally managing all administrative tasks of your self-service machines, enabling functions such as pushing software updates, advertisements and business rules that drive your kiosk operations.

Key Features

Web-based dashboard interface and login for service providers through SSL.

Supports multi-vendor ATM integration. Fully integrated and compatible with all major ATM vendors and your existing ATM host infrastructure.

Reports and Statistics. Real-time data collection from each kiosk which includes its transaction history, repair and maintenance logs will provide you with optimal control over your ATM fleet. By feeding collected data into 3rd party business intelligence tools and also using Maestro M&C reporting module, your bank can remain competitive by making strategic business decisions.

Real-time kiosk monitoring and Data Storage.
Maestro M&C provides your ATM operator with a clear big picture of your ATM fleet – It categorizes your multi-vendor fleet into kiosk types and its respective locations, as well as uses color coding features to denote machine status and availability.

As soon as an error is detected, audible alert tones are triggered, and relevant error codes and messages are automatically sent out to your helpdesk for further action. Maestro M&C also provides a drill-down analysis of the error being detected so that your ATM operators can make informed decisions.

Distribution Module. Maestro M&C is designed with an inbuilt software distribution module that enables you to have better version controls of your ATM fleet, as well as to efficiently enforce the latest software update patches.
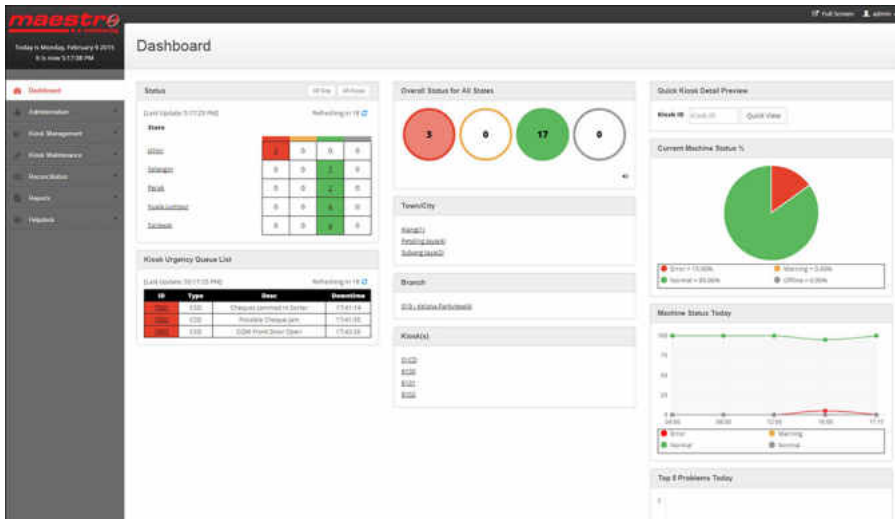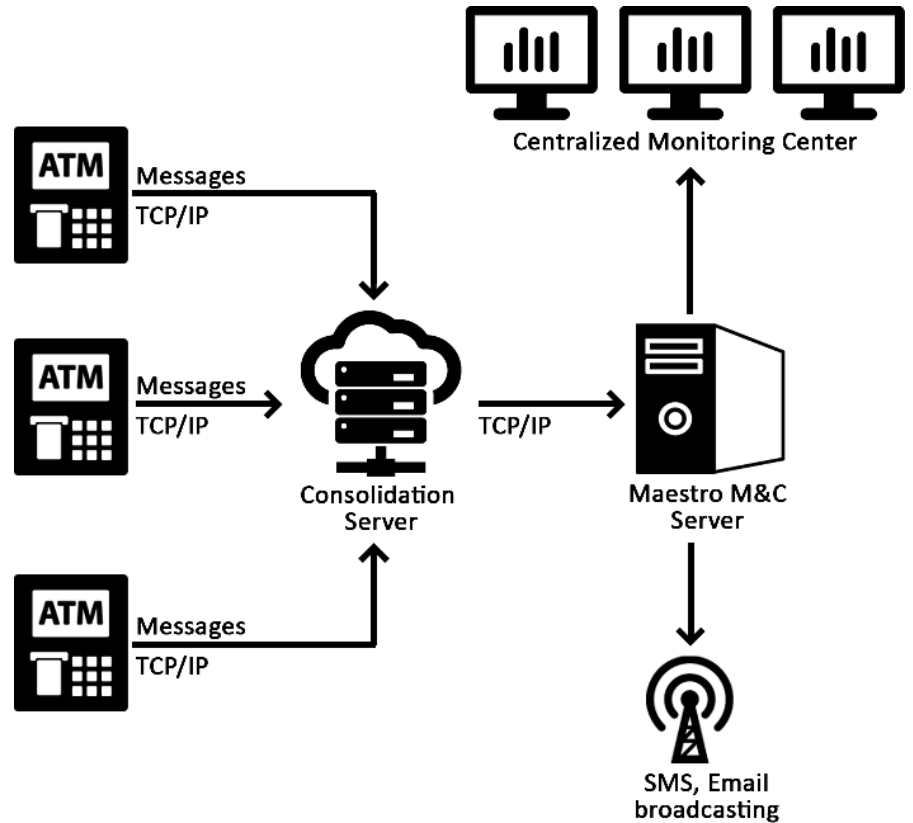
It also enables central distribution of advertisement files using a drag-and-drop interface and assigning/reconfiguring kiosk business rules remotely.

This push function can be seamlessly performed via your server, using your bank's existing messaging protocol.

Security. Maestro M&C leverages a Maker-Checker Workflow – an integral aspect of our solution to ensure optimal security at all times. It can be found in key modules such as the Software Distribution module and business rules module whereby user accountability and transparency is enforced at all times.

Flexibility and Scalability. Maestro M&C is built to grow with your bank as you continue expanding your ATM fleet whereby your business rules and parameters can be easily configured according to your needs.

Network Architecture

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