



PAYMENTS



ATM MANAGED SERVICES

Is managing your ATM fleet cumbersome, requiring you to contract with multiple vendors? Your credit union's ubiquitous ATM terminals are sought after by both members and non-members to access funds while on-the-go. They are part of your brand and a digital extension of your team. Keeping them in top performing shape means ensuring software updates, equipment maintenance, fraud monitoring, compliance, security, and cash stocking are done. What if you didn't have to do it all, freeing your staff to focus on other day-to-day activities?

ATM Managed Services, offered through our partnership with Fiserv, offers a cafeteria-styled solutions suite to outsource some or all of your credit union's ATM fleet maintenance and management. The solution takes vendor management, fraud management, ATM equipment upgrades, ATM driving and monitoring, first- and second-line maintenance, armored car services, software upgrades, and ATM security/compliance off of your plate. You can retain as much or as little control of your ATM fleet as you feel comfortable with. We're here to help!

INCLUDED SERVICES

The ATM Managed Services solution is designed to be tailored to the unique needs of your credit union. Base services include:

- ATM Driving
- Reporting
- Surcharge/Service Charge Support
- 24-Hour Monitoring
- Dynamic Currency Conversion
- Second Line Maintenance
- Software Distribution
- ATM Electronic Journal (EJ) Delivery
- Compliance Services, such as software maintenance (including ATM and Windows patching)

The ATM Managed Services solution outsources ATM fleet maintenance and management, allowing credit unions to spend more time on member-focused activities.

- Simplify transaction processing and terminal connectivity maintenance with ATM driving
- Streamline vendor management
- Save staff time while reducing costs
- Provide members with a seamless, branded experience

ADDITIONAL SERVICES:

- Cash Delivery Service
- First Line Maintenance
- Deposit Collection and Delivery, Including Cash Pickup
- Anti-Skimming Services
- ATM Decommissioning
- Fiserv or Credit Union Owned ATM Financing

KEY BENEFITS

- Streamlined Vendor Management: Skip juggling numerous vendor relationships. One call is all you need to make!
- Flexibility: Maintain as much oversight of your ATM fleet as you'd like—or outsource it all!
- Compliance & Security: By outsourcing compliance and security, you gain peace-of-mind that your ATMs are up to date on fraud prevention and per industry standards. Our solution includes:
 - Virus & malware protection
 - Windows software maintenance patches
 - Point-to-point encryption
 - Full EMV support
 - Anti-skimming solutions
 - Mandated compliance reviews
- Cost Management: By receiving one, simple, consolidated monthly invoice, it is easy to budget for expenses and future expansion or upgrades.
- Brand Power & Cardholder Experience: Your ATM is a 24/7/365 opportunity to serve both members and non-members alike. Ensuring the best experience with a top-performing ATM fleet elevates your brand and the connection users have to it.
- Efficiency: By outsourcing ATM fleet management, staff resources can be refocused on other priorities within your credit union.

LEARN MORE

The ATM Managed Services solution is available to Synergent Fiserv EFT credit unions. To learn more, or to request a comprehensive strategic review of your ATM fleet, please contact your Account Relationship Manager, or email ARM@synergentcorp.com.

FOR MORE INFORMATION

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Payments

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RIGHT TIME. RIGHT PLACE. RIGHT SOLUTION.