

# ATMeye.iQ

## Fraud Prevention and Video Monitoring Solution

# Penki kontinentai Group



**1992** – Penki kontinentai was established



**1998** – ASHBURN International



**1998** – Penkių kontinentų komunikacijų centras



**2001** – Penkių kontinentų bankinės technologijos (BS/2)



**2004** – Skaitmeninio sertifikavimo centras (SSC)

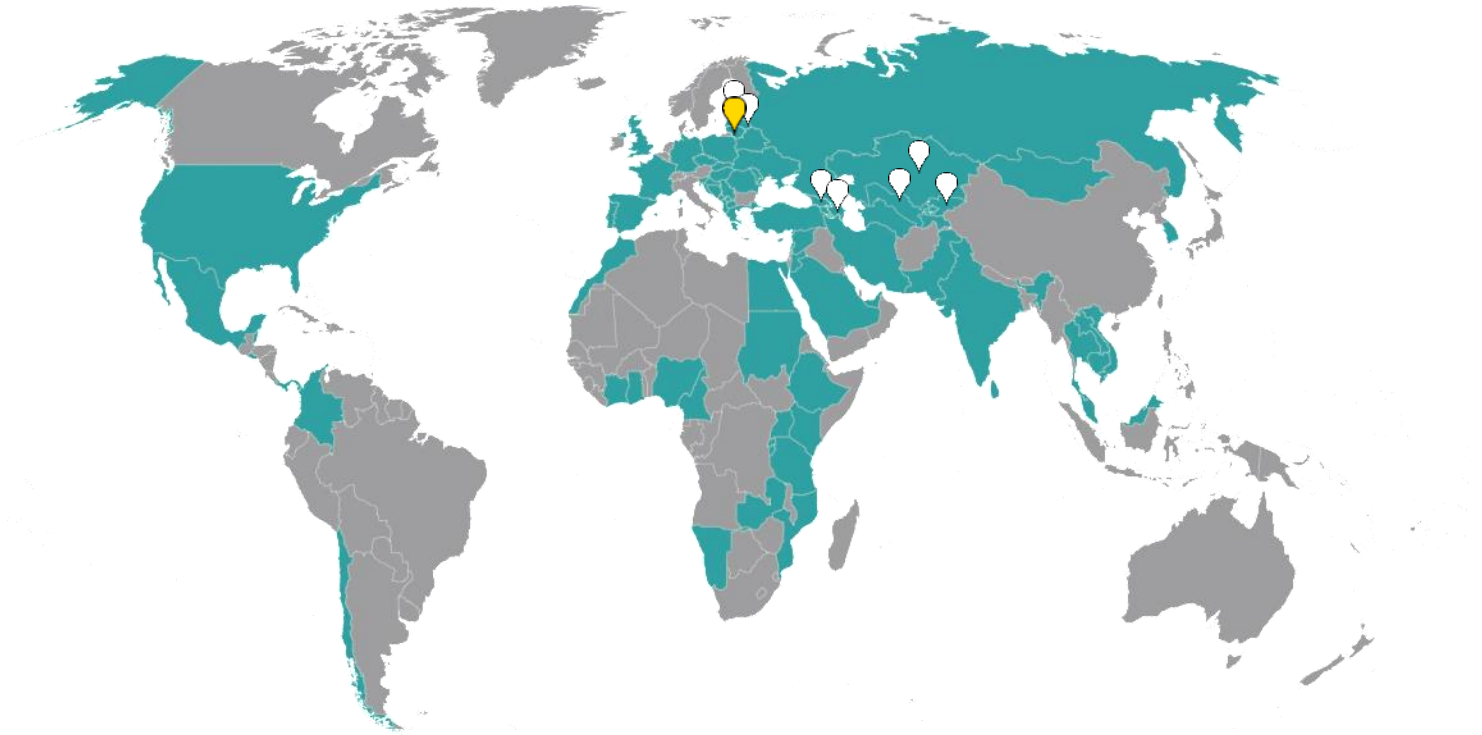


**2005** – Penkių kontinentų investicijos

# Business Areas of Penki kontinentai Group

Banking And Retail Trade Solutions	IT Services	Digital Signature	Tele-Communcations	Media	Investments
Software solutions	IT servicing	Digital signature certificates	Infrastructure implementation	TV channel "PENKI TV"	Real Estate investments
Banking equipment	Cloud solutions	Open key infrastructure	Internet	Specialized Internet portal	Smart House solutions
Technical maintenance (service)	Systems administration	Digital signature software	IP-telephony	Video production studio	
Acquiring and switching services	Infrastructure implementation	SSL certificates	IPTV	Live streaming	
Training and certification	Monitoring		Software development		
Loyalty programs			Monitoring		

# Geography



Head office in [Lithuania](#).

Subsidiaries:

[Azerbaijan](#) | [Estonia](#) | [Georgia](#) | [Kazakhstan](#) |  
[Kyrgyzstan](#) | [Latvia](#) | [Uzbekistan](#) |



Our solutions and services are well-known worldwide and available in 70 countries.

# Certificates



Successfully implemented the globally acclaimed ITIL V3 recommendations



and completed the implementation of Standard ISO 20000 for service management,



ISO 27 001 for information security management



PCI Security Standard Council acknowledged solutions ATMeye.iQ and Payments.iQ as PA-DSS (Payment Application Data Security Standard) compliant.





# Awards

- ATMIA Industry Association award for “Best ATM Security Technology”, 2004
- Global ATMIA Award for “Best Security Technology”
- National awards for the “Innovation prize” and “Product of the year”
- Wincor Nixdorf award “Best Banking Solution” – (Payments.iQ), 2013
- Wincor Nixdorf awards “Best Service Banking”, 2003, 2004, 2013, 2014



# Technology Partners

**WINCOR  
NIXDORF**



**Microsoft**  
GOLD CERTIFIED  
Partner



**UNISYS**



**BIZERBA**

- Software solutions development, implementation and support;
- Banking and retail trade hardware sales;
- Hardware technical maintenance and service;
- Outsourcing services;
- IT infrastructure monitoring;
- Training and consulting;
- Spare parts delivery.

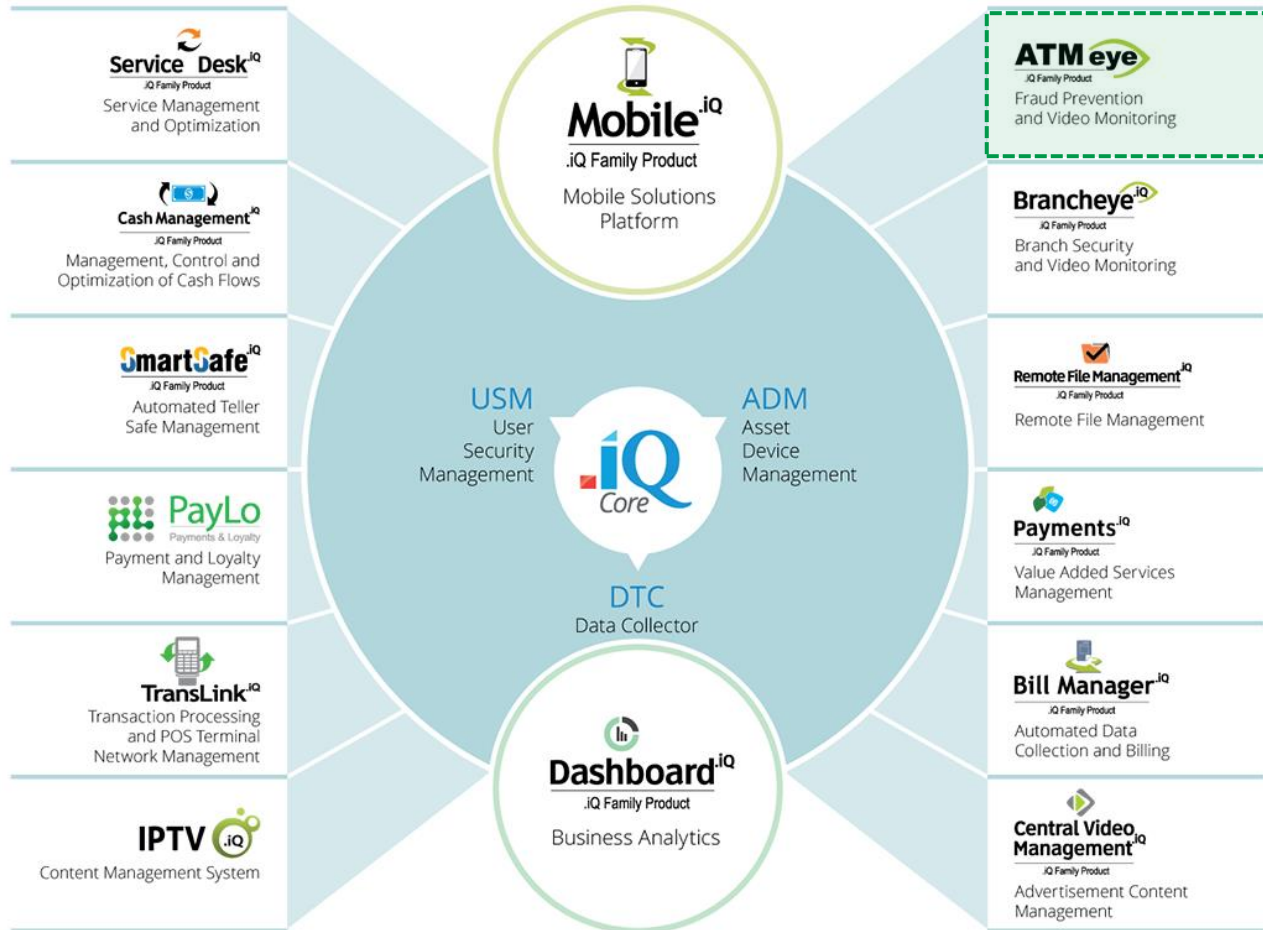




# Main Facts

- 200 employees
- 7 subsidiaries in different countries
- 20 years of experience servicing banking and other types of equipment
- 39 service centers in 8 countries
- More than 100 certified service engineers
- Partnerships in more than 60 countries
- Second in the world Wincor Nixdorf certified Training Center, since 2008
- Compliance with ISO 20000, ISO 27001
- PCI PA-DSS Level 1 certified

# Software .iQ Family



# Fraud Prevention and Video Monitoring

**ATMeye.iQ** is a software solution that provides additional safety and security for self-service devices and reduces the risks of fraud and vandalism.

Solution complies with the requirements of the Payment Card Industry Payment Application Data Security Standard (PCI PA-DSS) and also has won numerous awards and prizes.



# About ATMeye.iQ

The solution provides assistance in disputes resolution with clients, enables real-time monitoring and prevention of suspicious behavior at SSD and outer zone.



Disputes with  
clients



Fraud (skimming)



Vandalism



Black list



# ATMeye.iQ Suitability

Solution is suitable for different kinds of hardware, such as:



**ATMs**  
(Automated  
Teller  
Machines)



**ATSSs**  
(Automated  
Teller Safes)



**Info  
Terminals**



**Ticket  
Dispensers**



**Self-Service Gas  
Stations**



**Other  
Equipment**

**BranchEye.iQ** solution is used to insure management of the whole bank branch's security

# Cameras

up to 4 inner cameras  
up to 12 outer IP-cameras

1. Portrait camera

2. Dispenser camera

3. Additional camera



4. External camera

- USB
- OSI
- Analog
- IP cameras



# Sensors



Anti-skimming  
sensor



Shock  
sensor



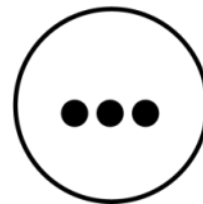
Gas  
sensor



Temperature  
sensor

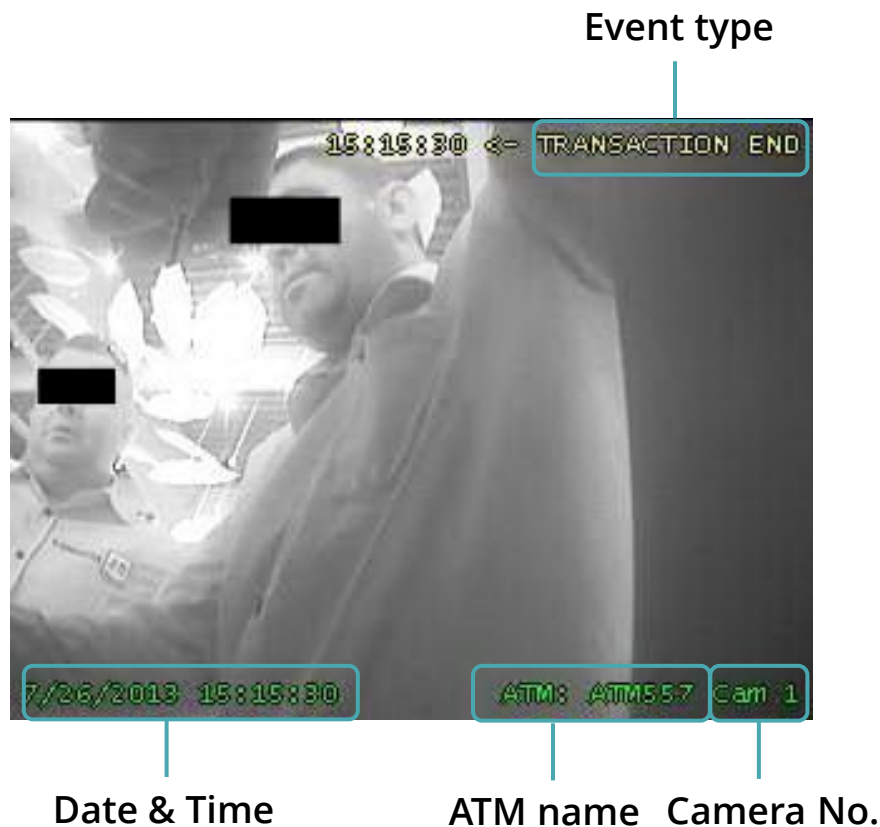


Tilt  
sensor



Other

# Technical Characteristics



Supported  
photo/video resolution:

320x240  
352x288  
640x480

Average size with resolution  
320x240

Picture JPEG

10-20 KB

Video (12 sec.)

150-200 KB

The possible number  
of transaction records  
10GB HDD

110 000 – 120 000 transactions  
(average 7 pictures per transaction)



# Functions and Features

## Monitoring

- Monitoring of all device networks events in one window.
- Configurable system notifications for various events.
- Grouping of monitored devices (by bank division, city, region, country).
- Ability to view the status of the network connection of self-service devices to the server.
- Disk space monitoring.

## Video and Photo Management

- Transaction based snapshots & video capturing.
- Snapshots & video recordings triggered by sensor.
- Pre-event / Post-event video recording.
- Live video on demand.
- Multiple snapshot and download on demand in real-time mode.
- Up to 4 USB / 4 analog and up to 12 outer IP cameras support.



# Functions and Features



## Sensors and Alerts

- Instant alerts on triggered sensors (up to 4 sensors).
- Integration with all kinds of sensors (shock, gas, shock, gas, temperature, tilt, etc.) and anti-skimming devices.
- Alarms on camera coverage & disconnection.
- Immediate notifications of threats on mobile devices (**Mobile ATMeye.iQ**) in real-time mode.



## Remote System Management

- Remote camera configuration.
- Remote File Management (**RFM.iQ**).
- Remote software updates.
- Secured data transmission.

# Functions and Features



## Task Scheduling

- Scheduled download of media files from terminals.
- Archiving of media files by schedule.
- Camera settings adjustment by schedule (day / night mode).

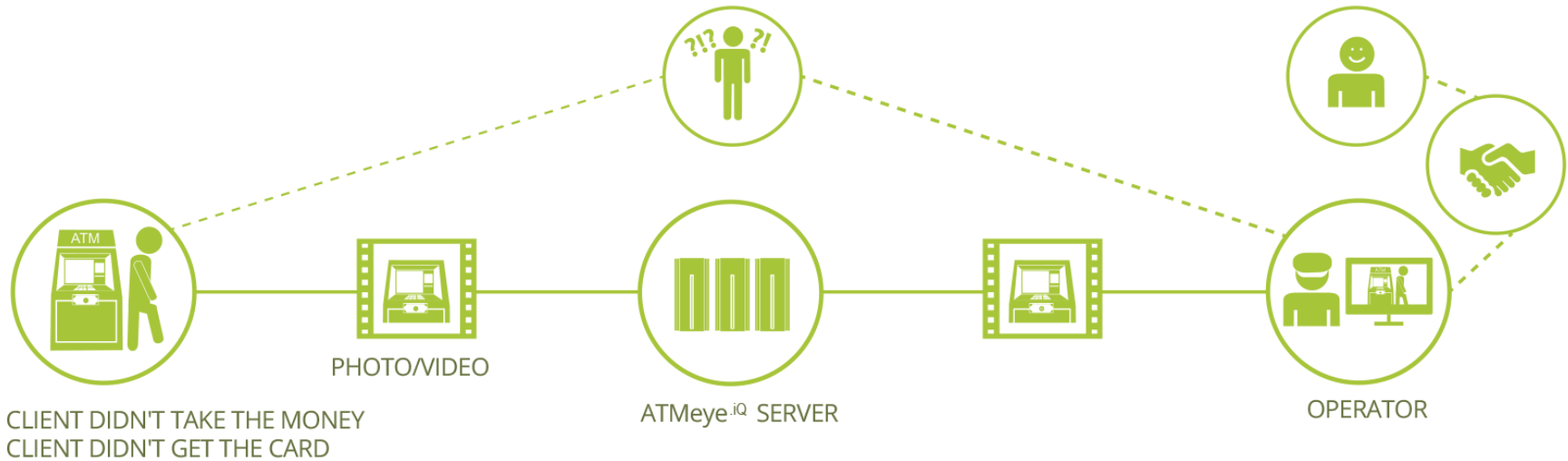


## Other Advantages

- Capture or reject of blacklisted cards with instant notification of operator.
- Convenient transactions search by card number, event, date, etc. among archived and non-archived data.
- Card Number Masking.
- User rights administration.
- Multivendor (compatible with hardware of different manufacturers).
- Providing device's detailed technical information (Get full status).
- Different report generation.

# Solution Scheme

## Disputes with Customers

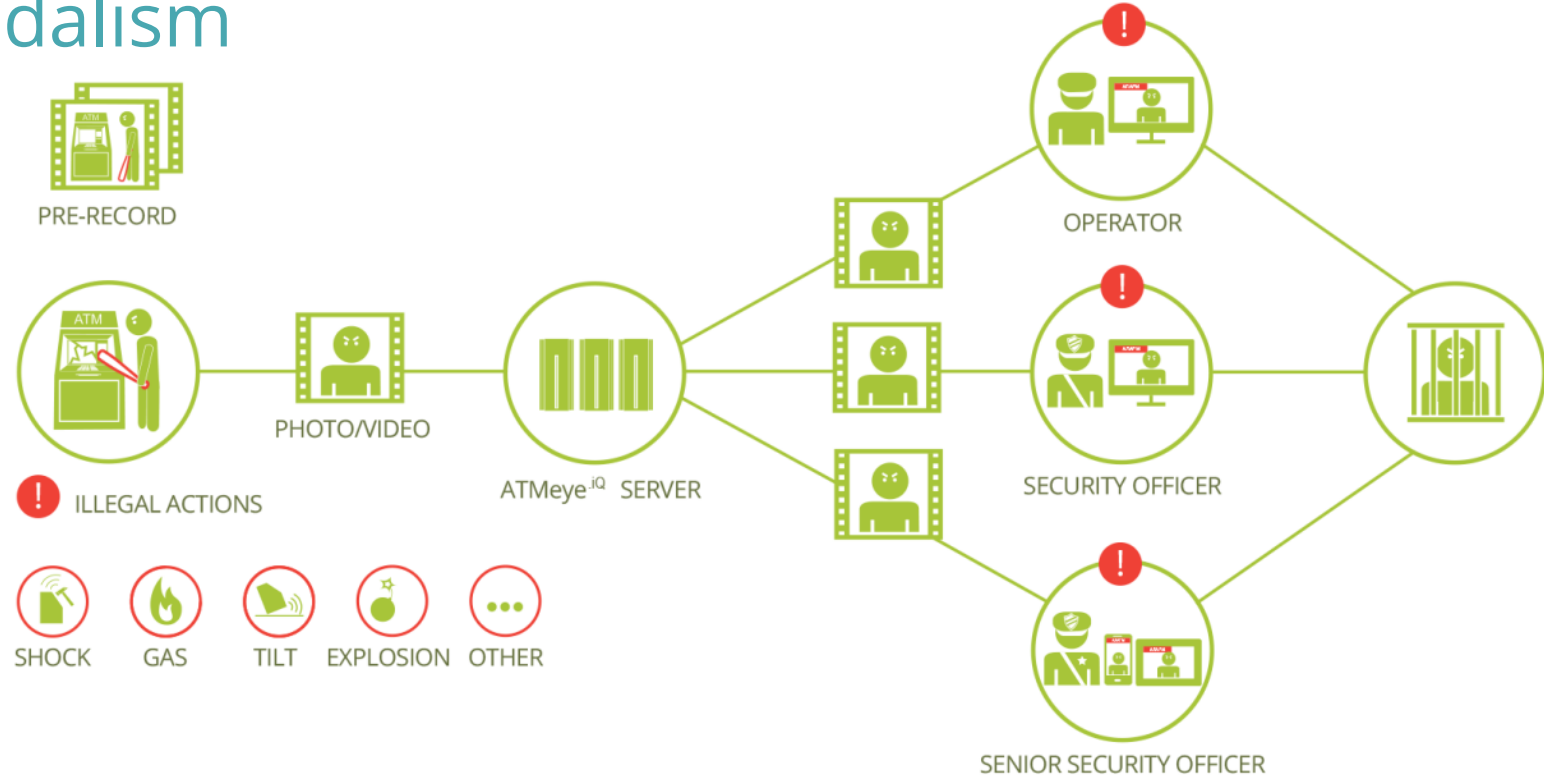


Bank receives a claim from a client. The client insists that the ATM didn't withdraw the money. The bank employee finds photo-/video material associated with the client's transaction (search by card number, ATM, date / time, etc.). The situation is resolved as quickly as possible, thus the level of client loyalty is increased. Bank costs are minimal, because there is no need to drive to the ATM or to make a cash collection to resolve the situation.



# Solution Scheme

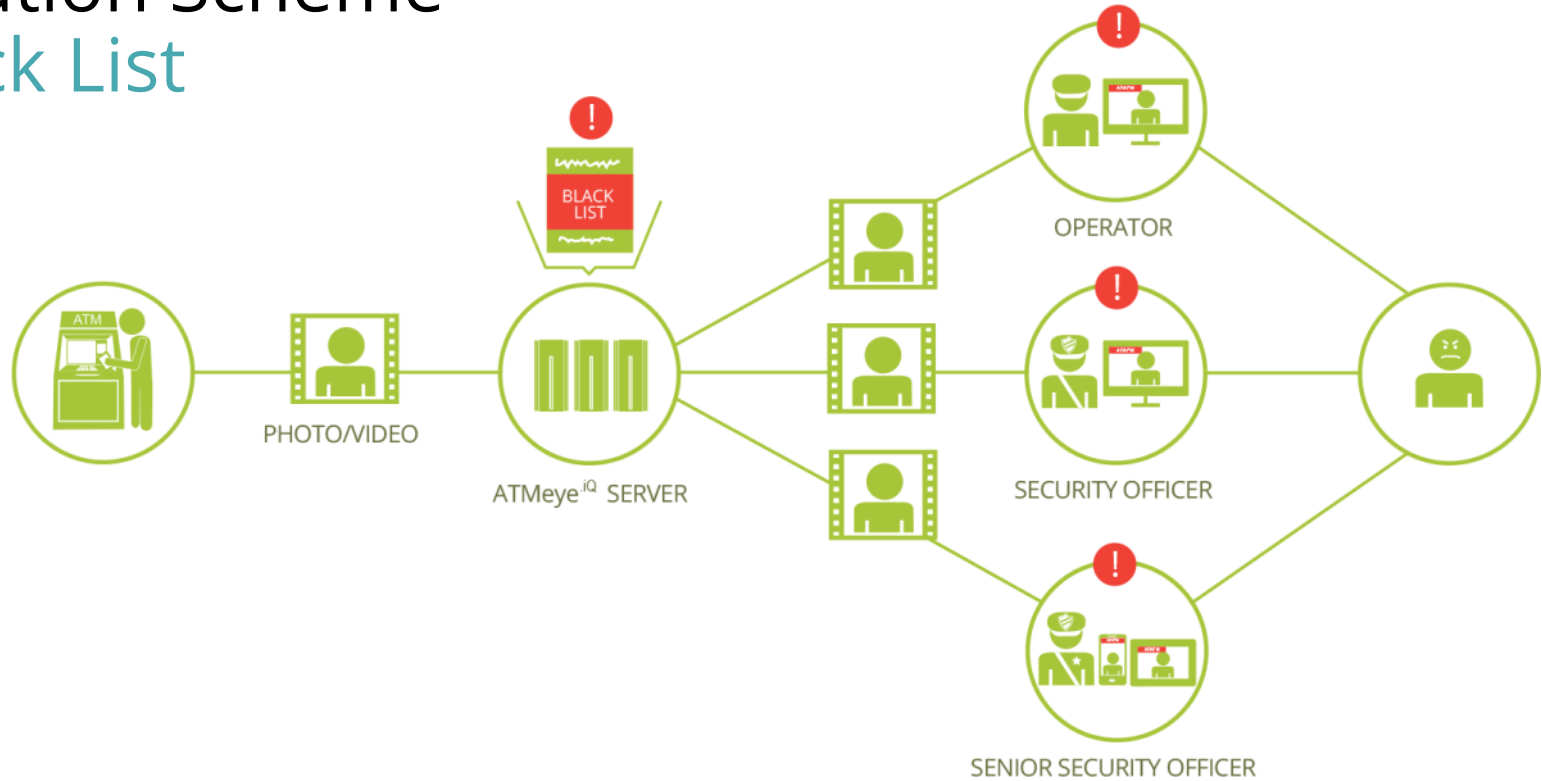
## Vandalism



Different types of sensors integrated into the ATM detect illegal actions at the self-service device and instantly inform a bank operator and responsible security officer. Along with the text message, every responsible person receives photo and video information with the picture of the suspect.

# Solution Scheme

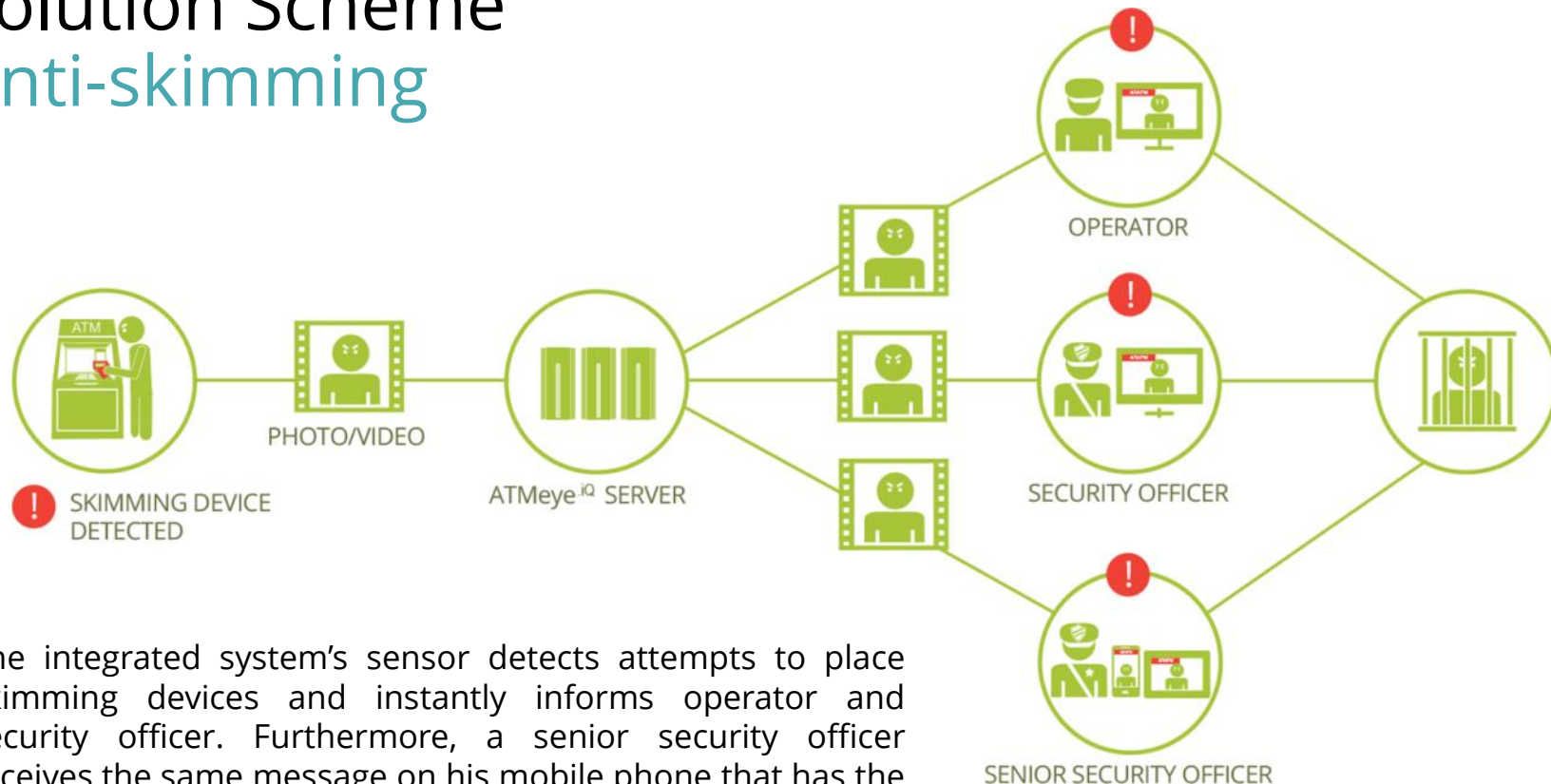
## Black List



If there is an attempt of using a card on the black list, a bank operator and responsible security officer receive a message about the illegal actions. Along with the text message, every responsible person receives photo and video information with the picture of the suspect.

# Solution Scheme

## Anti-skimming



The integrated system's sensor detects attempts to place skimming devices and instantly informs operator and security officer. Furthermore, a senior security officer receives the same message on his mobile phone that has the **Mobile ATMeye.iQ** installed. Together with the text message every responsible person receives photo and video material with the picture of the suspect.

# ATMeye.iQ ASM

**Anti-skimming and ATMeye.iQ – complete anti-fraud solution!**  
**ATMeye.iQ works with any type of anti-skimming solutions.\***

## ATMeye.iQ ASM provides:

- Instant skimming threat notify alerts to work stations and mobile devices.
- Video and photo material of suspects.
- Immediate response option on your self-service equipment (i.e. putting equipment into out-of service mode).
- Skimming threats statistics and reports.

\* ATMeye.iQ is compatible with other type of sensors and software solutions (i.e. Logical Security solutions or fraud monitoring solutions).

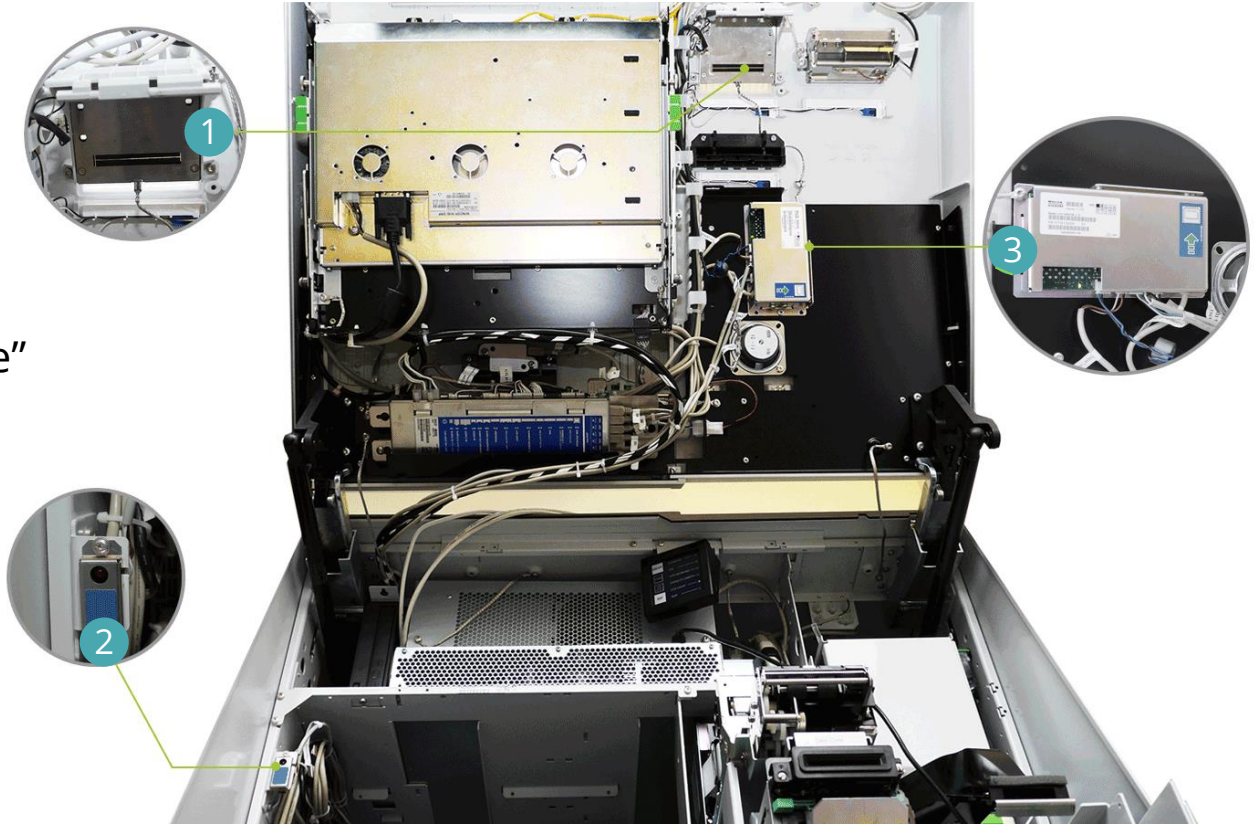


Anti-skimming

# Anti-skimming Package

## Delivery set:

- 1 Cover with integrated sensor and antenna generating "white noise"
- 2 LED indicator
- 3 Controller



A person in a white shirt is holding a white smartphone in their right hand. The background is a blurred crowd of people, suggesting a public space like a train station or a busy street.

# Mobile ATMeye.iQ

**Mobile ATMeye.iQ** – notifies users on their mobile devices immediately, in real time, about any suspicious events at or near a self-service device.

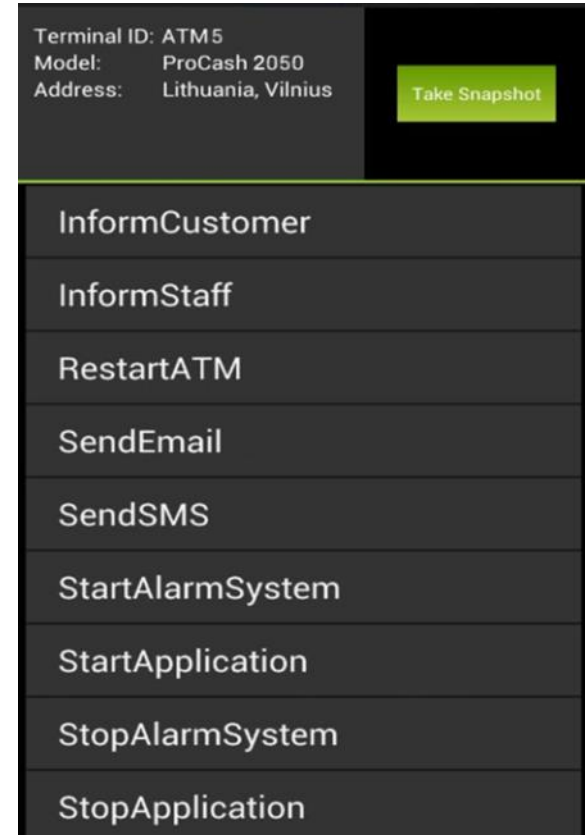
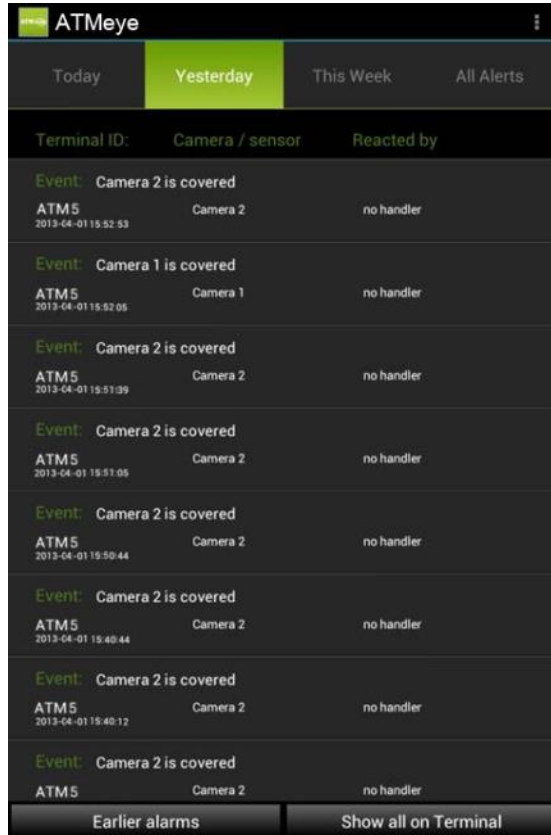
In addition to monitoring, **Mobile ATMeye.iQ** provides tools to analyze the situation: query the current state of the self-service device and its components. User can view of photo and video footage of the event. The App allows immediate response to the threat:

- Start / stop device applications
- Reboot the device
- Turn on the alarm
- Transfer relevant information by e-mail, SMS etc
- Run any other process of self-service devices
- Send alert to corresponding service



# Mobile ATMeye.iQ

## Interfaces of application for mobile devices



# ATMeye.iQ Packages

## USB or OSI package



ATMeye.iQ  
Software



HASP Licensing Key

## Analog package



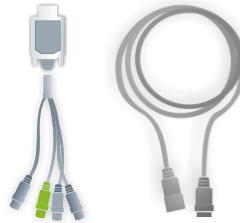
ATMeye.iQ  
Software



HASP Licensing Key



Video capture  
card



Cables

## Separately ordered items

### Cameras



USB / IP / OSI    or    analog

### Sensors



Shock



Gas



Temperature



Tilt



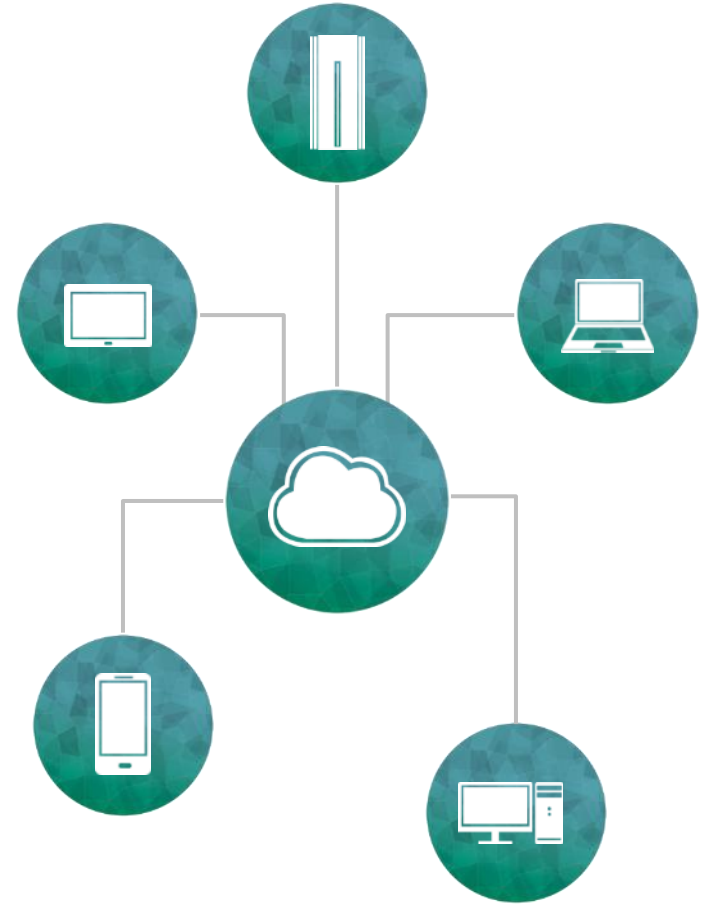
Other

### Anti-skimming devices



# Software as a Service

- Possibility to use **ATMeye.iQ** with fixed monthly fee.
- Integration and support of the server by **BS/2** specialists.
- Automatic software updates of **ATMeye.iQ** and **Mobile ATMeye.iQ**.
- Software, sensors, video grabber cards and individual components are available as a service on client's request.



# Related Products



**Brancheye.iQ** – event-based video surveillance solution to insure whole bank's branch security. This multi-vendor solution controls real-time security process remotely, monitors video surveillance footage of all self-service devices and branch premises and reduces branch management maintenance costs



**RFM.iQ (Remote File Management.iQ)** – remote file system module which introduces a feature of remote uploading /downloading files from a remote terminal to .iQ platform. It allows the bank to download or update files on any terminal using TCP/IP network.



**Dashboard.iQ** – based on latest technology, module acts as a control center for different modules of .iQ platform and provides quick access to information influencing the decision making process.(client-server mode or HTTPS protocol).

# Related Products



**Proview** – monitoring and IT service management software for self-service systems. ProView provides extensive functions covering administration, monitoring and control of self-service networks to ensure that they deliver maximum performance and availability.



**SmartSafe.iQ** – a cost-effective multi-vendor software solution for automated teller safes that helps to manage all cash operations from currency exchange to cash forecasting.



**Mobile.iQ** – a set of mobile solutions, designed especially for the banking and retail sectors.

# ATMeye.iQ Video Presentation







# Thank you for your attention

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