

# 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)

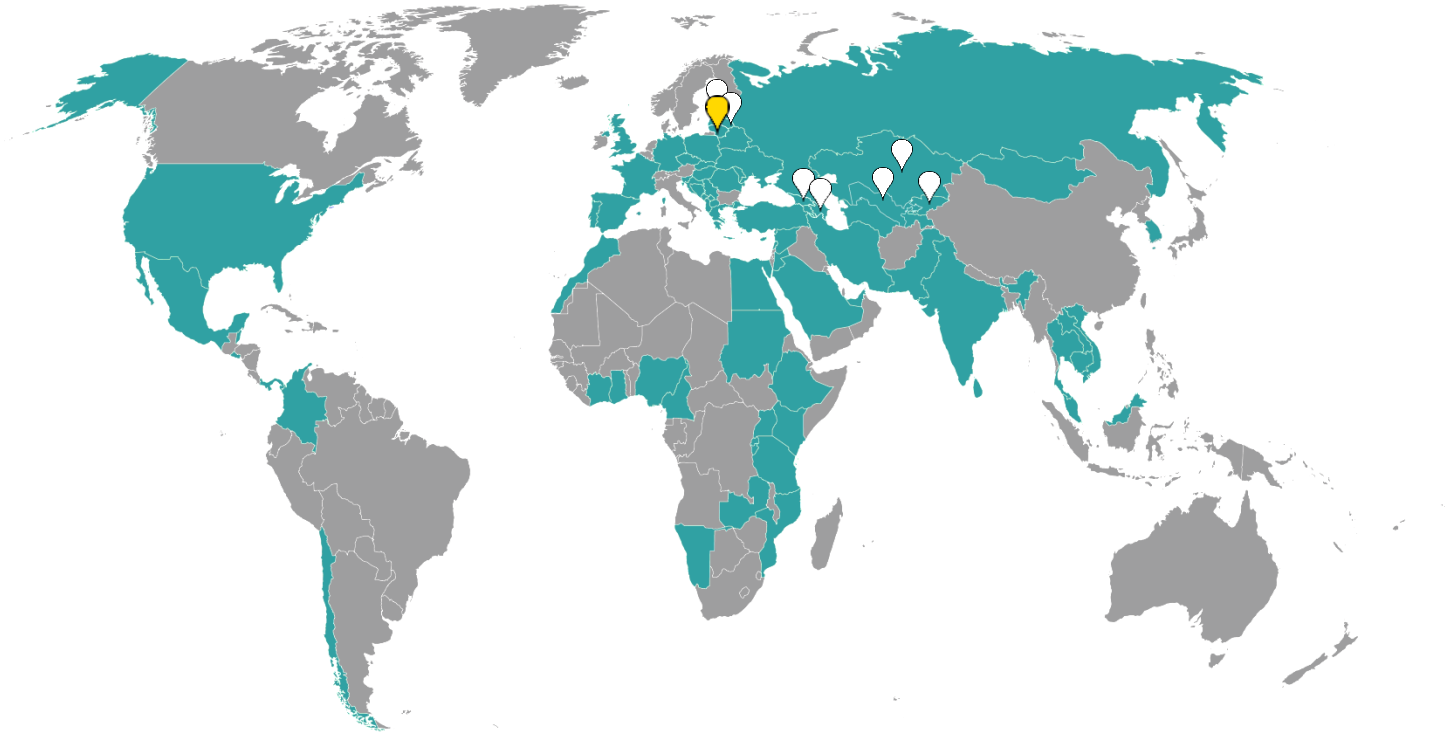


**2005** – Penkių kontinentų investicijos

# 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  
“Best ATM Security Technology” 2004 award
- Global ATMIA “Best Security Technology”  
award
- National awards for the “Innovation prize”  
and “Product of the year”
- Wincor Nixdorf “Best Banking Solution”  
award (Payments<sup>iQ</sup>), 2013
- Wincor Nixdorf “Best Service Banking”,  
2003, 2004, 2013, 2014 award
- Wincor Nixdorf “Best Banking Solution  
2016” award

# Technology Partners

DIEBOLD  
NIXDORF



**Microsoft**  
GOLD CERTIFIED  
Partner

**gemalto**  
security to be free

**ingenico**  
GROUP

**UNISYS**



**ARRIS**

**GD**  
Giesecke & Devrient

  
**StrongPoint**

**BIZERBA**

# Penkių Kontinentų Bankinės Technologijos

- 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.

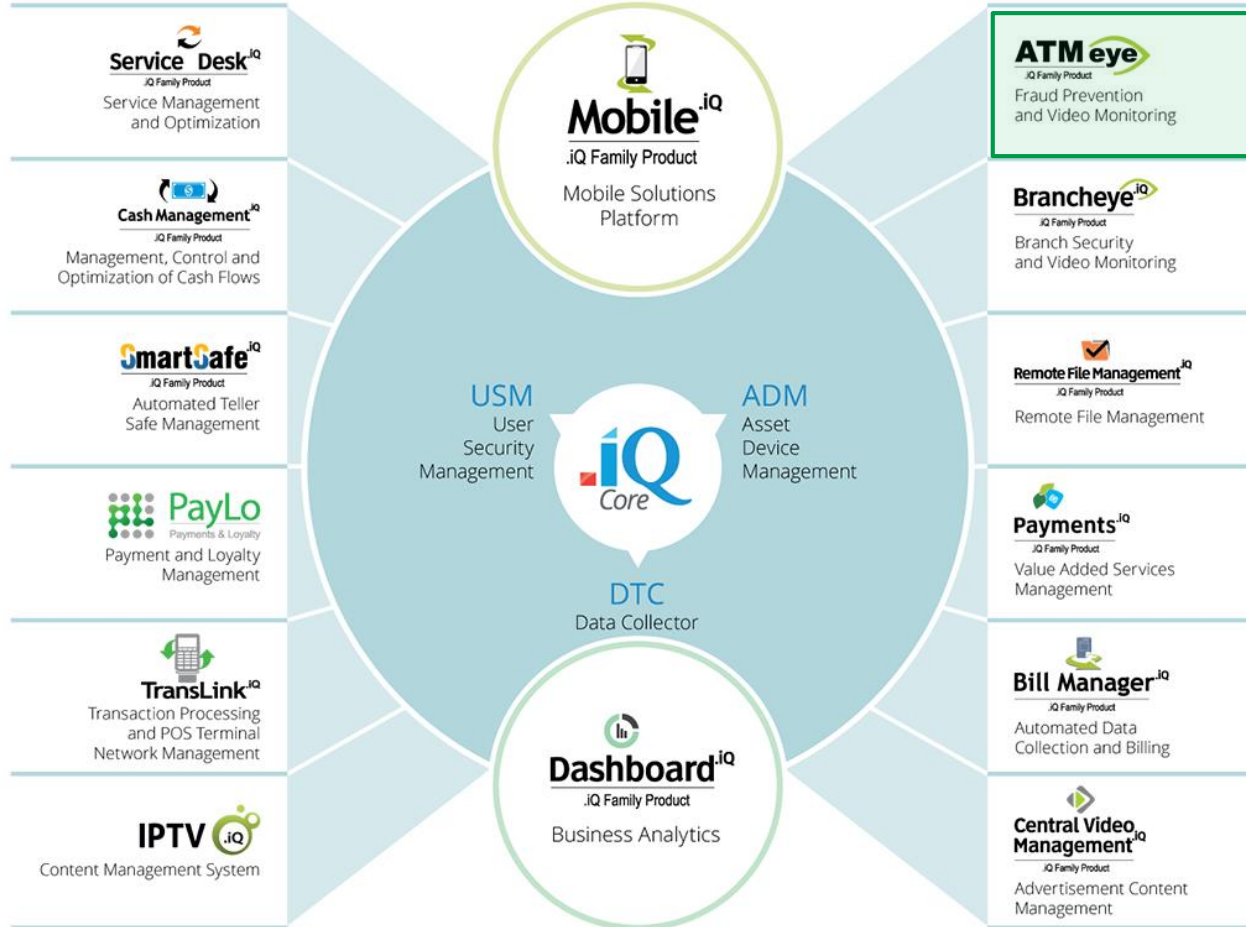




# Main Facts

- 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 Diebold 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 (SSD) and reduces the risks of fraud and vandalism. The solution is also used to monitor bank branches.

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, any type of branch and outer zone.



Illegal actions



Fraud (skimming)



Disputes with  
clients



Black list



# ATMeye.iQ Suitability

Solution is suitable for different kind of fields, such as:



**Bank  
Branch**



**ATMs  
(Automated  
Teller  
Machines)**



**ATSS  
(Automated  
Teller Safes)**



**Info  
Terminals**



**Ticket  
Dispensers**



**Self-Service Gas  
Stations**

# Cameras installation on SSD

up to 4 inside cameras

up to 12 outside IP-cameras

Portrait camera

1

Dispenser camera

2

Additional camera

3



External camera

4

- USB
- Analog
- IP cameras



# Sensors



Shock sensor



Seismic sensor



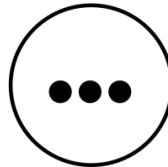
Gas sensor



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/branches (by bank division, city, region, country).
- Ability to view the status of the network connection of SSD and monitoring areas to the server.
- Disk space monitoring.



# Functions and Features

## 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.
- 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<sup>iQ</sup>** in real-time mode).



# Functions and Features

## Remote System Management

- Remote camera configuration.
- Remote File Management (RFM<sup>iQ</sup>).
- Remote software updates.
- Secured data transmission.

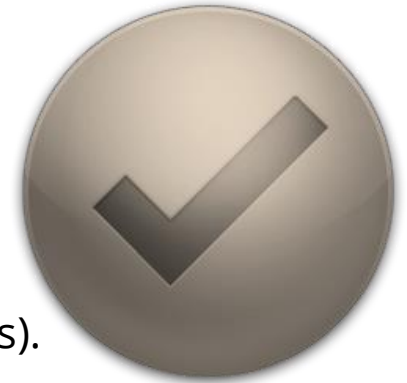




# Functions and Features

## 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.



# Functions and Features

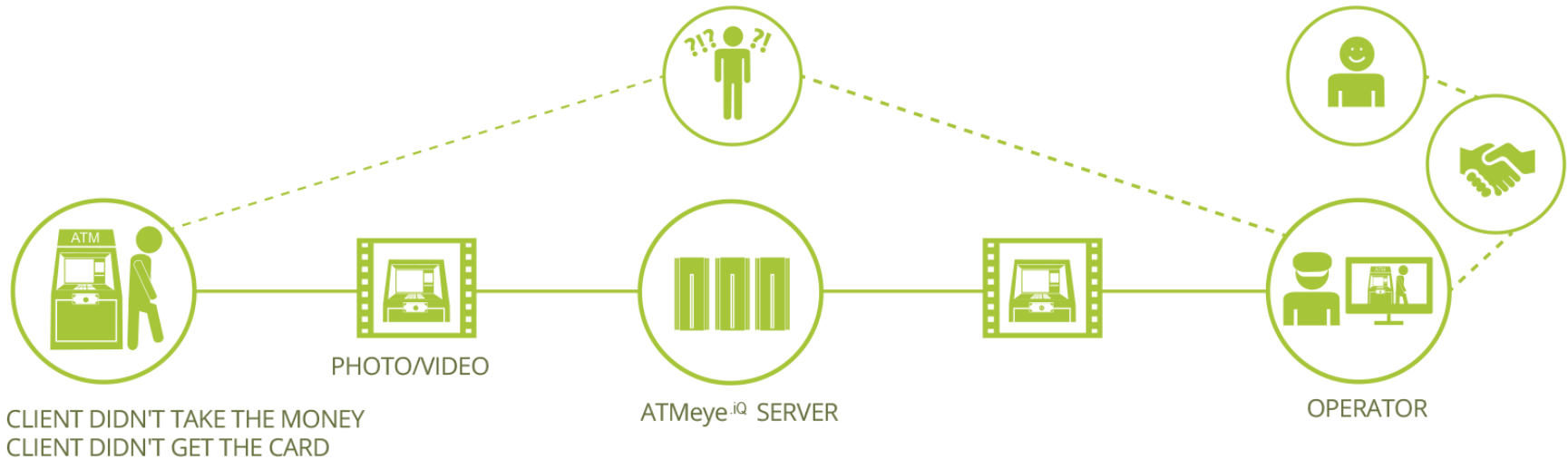
## Task Scheduling

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



# Solution Scheme

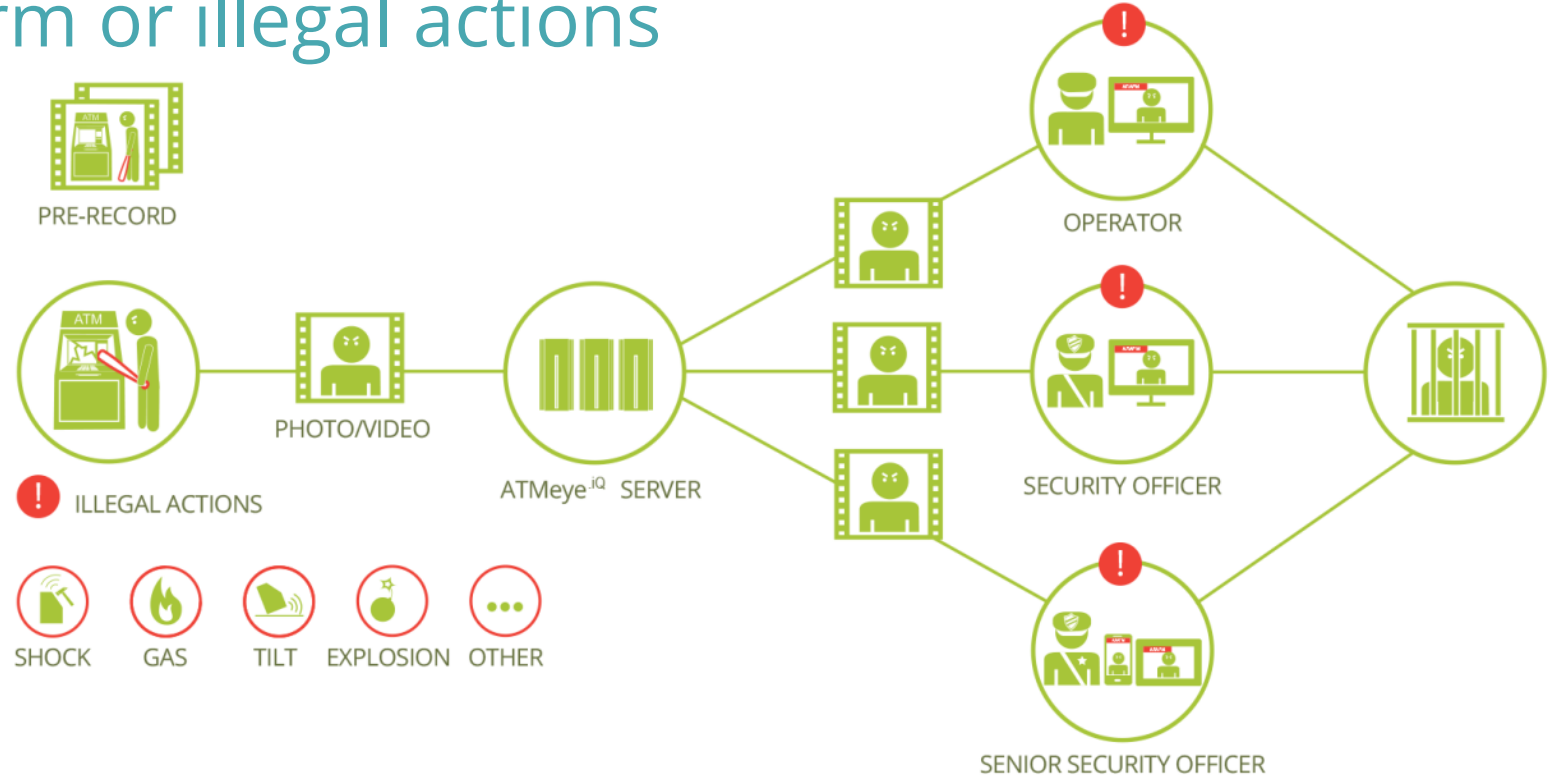
## Disputes with Customers



1. Bank receives a claim from a client.
2. The bank employee finds photo-/video material associated with the client's transaction (search by card number, ATM, date / time, etc.).
3. The situation is resolved as quickly as possible.
4. The level of client loyalty is increased.
5. 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

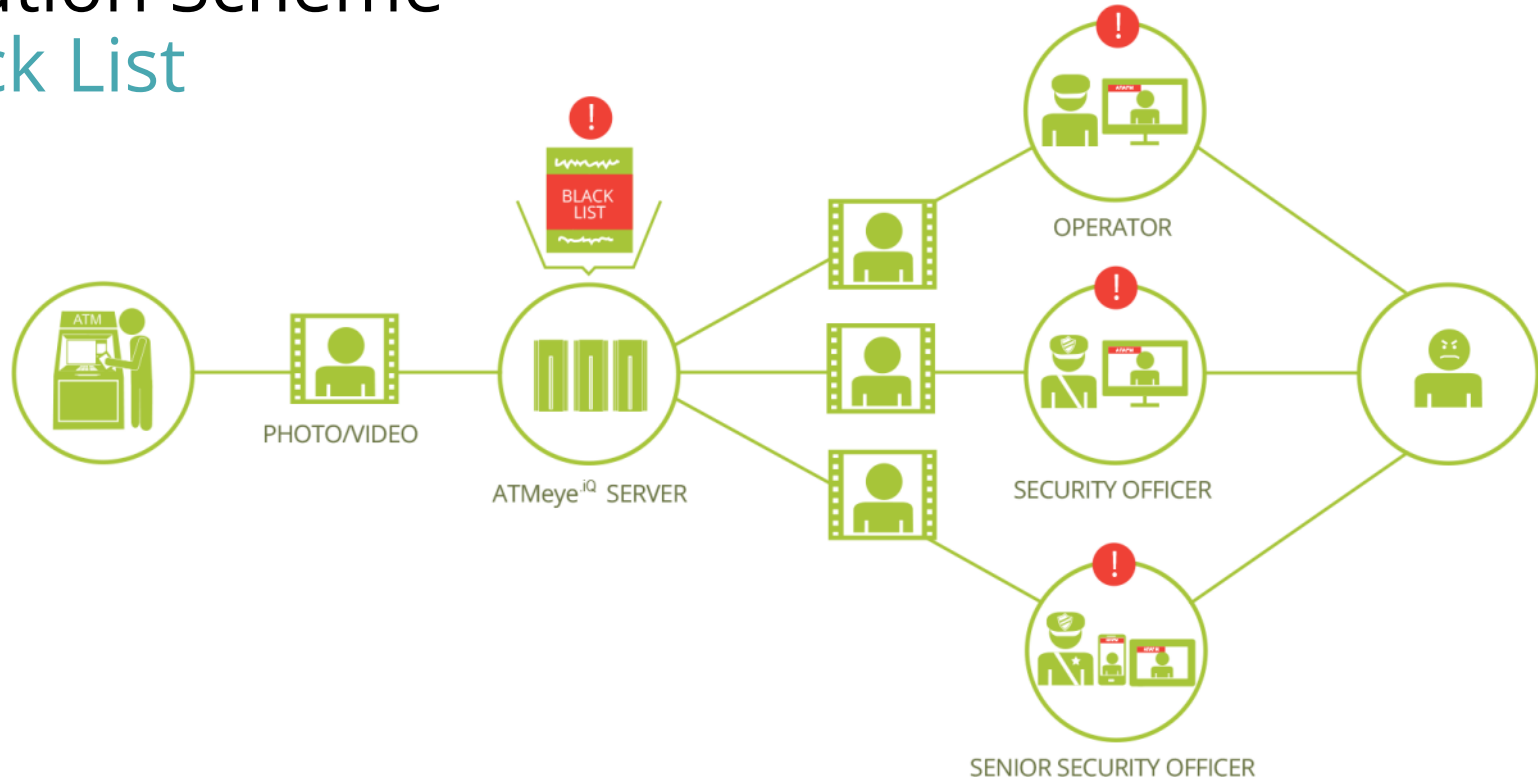
## Alarm or illegal actions



1. Different types of sensors and cameras are installed inside the branch to detect illegal actions and instantly inform a bank operator and responsible security officer.
2. Along with the text message, every responsible person receives photo and video information with the picture of the suspect.

# Solution Scheme

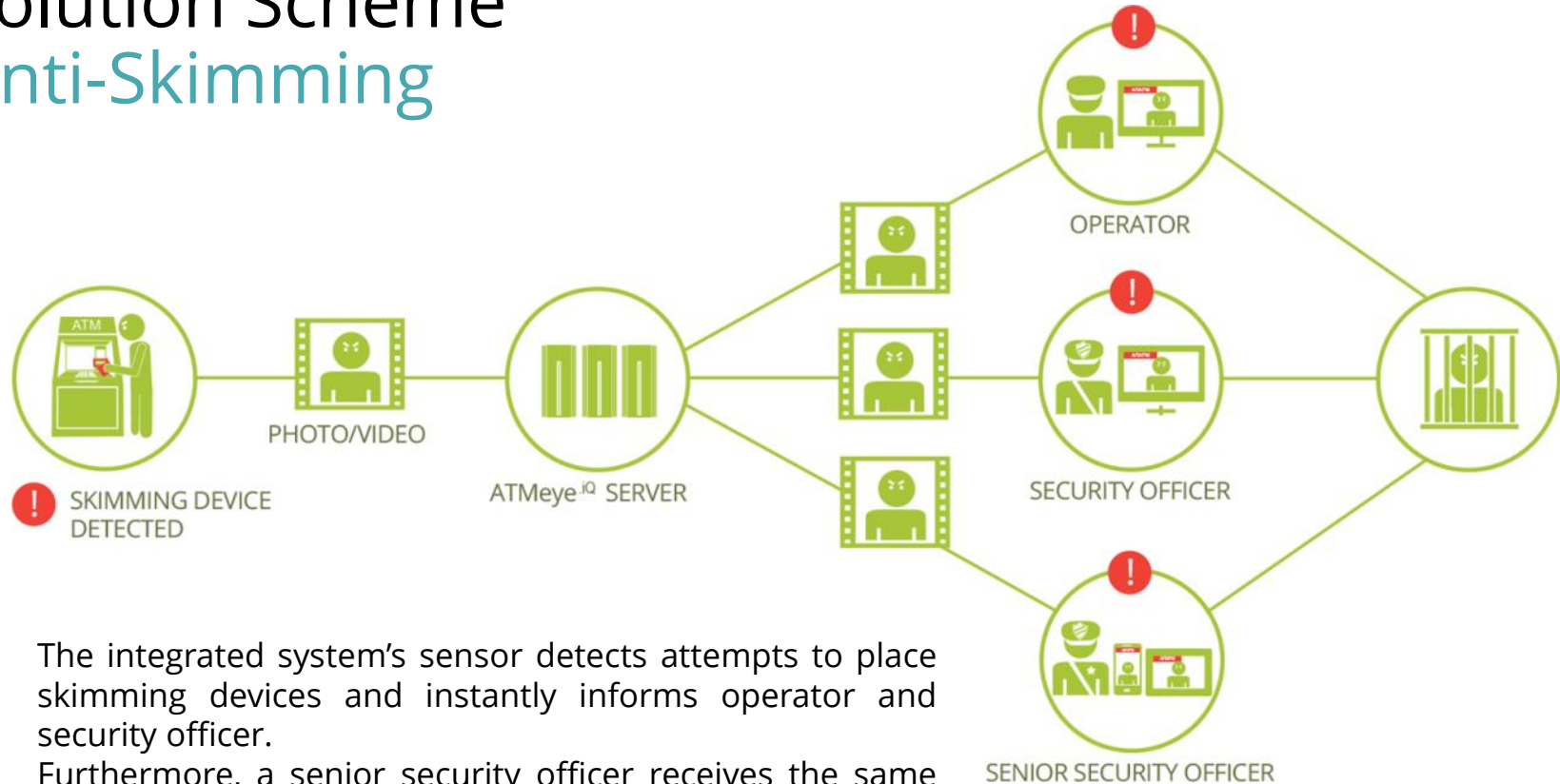
## Black List



1. 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.
2. Along with the text message, every responsible person receives photo and video information with the picture of the suspect.

# Solution Scheme

## Anti-Skimming



1. The integrated system's sensor detects attempts to place skimming devices and instantly informs operator and security officer.
2. Furthermore, a senior security officer receives the same message on his mobile phone that has the Mobile ATMeye.iQ installed.
3. 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).

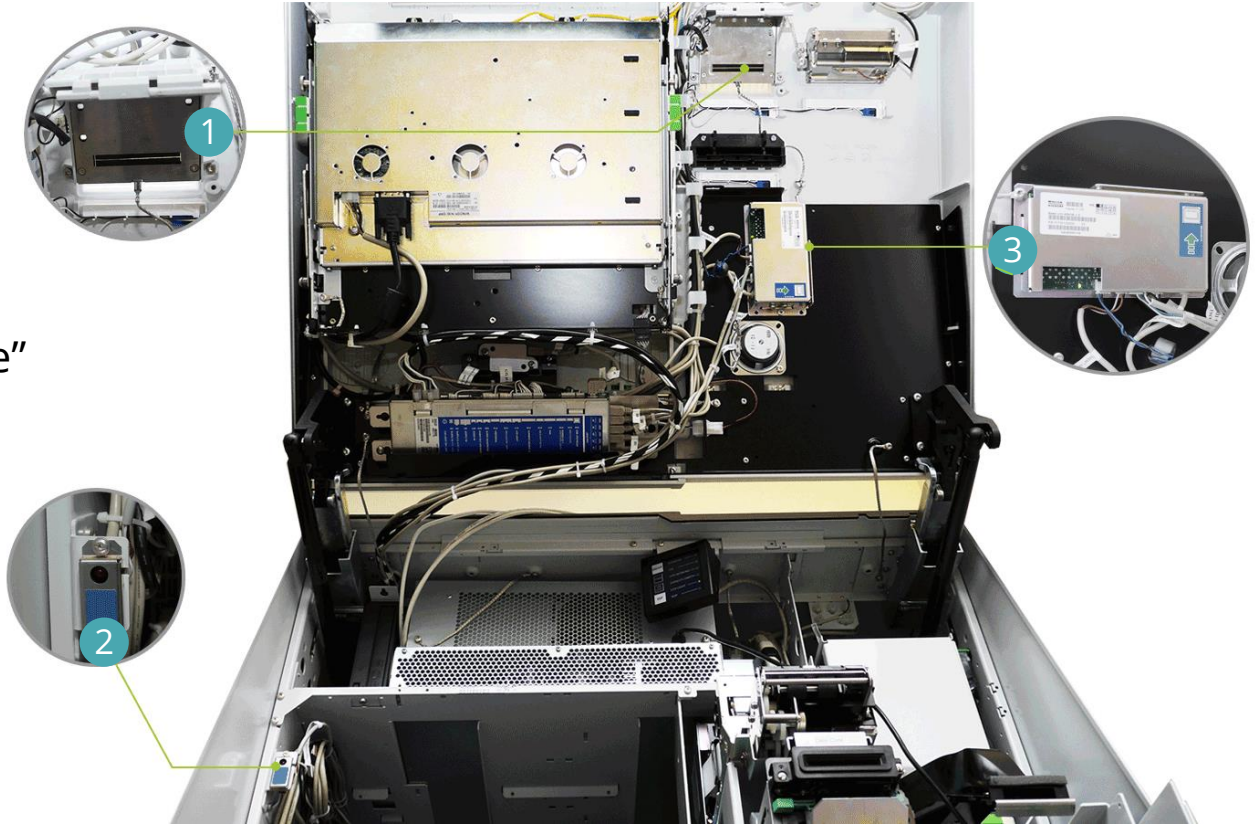


Anti-Skimming

# 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 event or a busy street.

# Mobile ATMeye.iQ

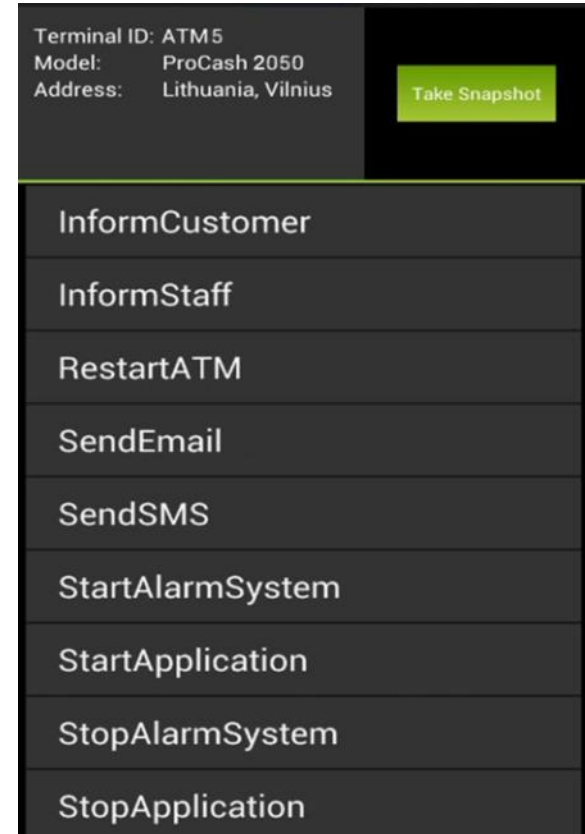
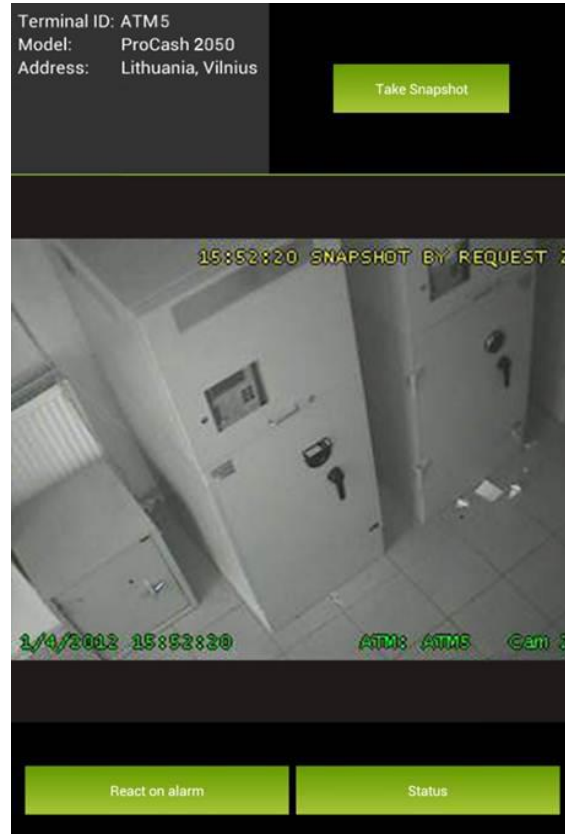
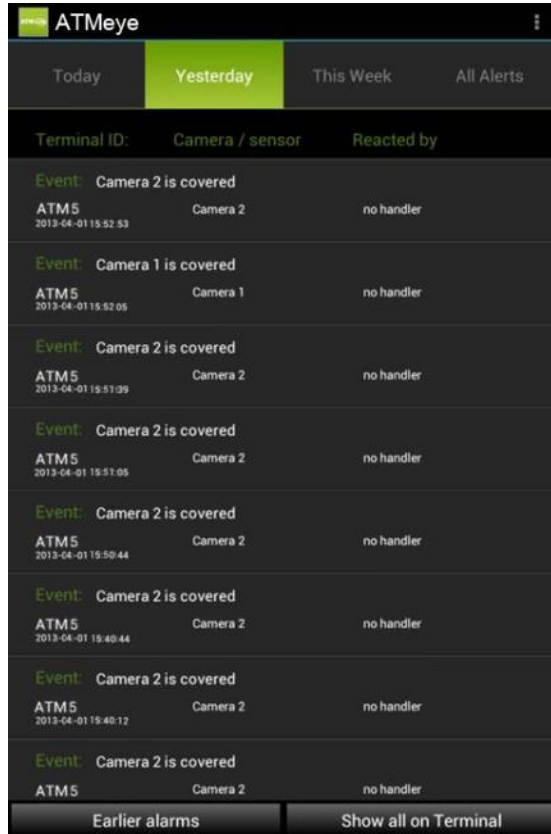
**Mobile ATMeye.iQ** – notifies users on their mobile devices immediately, in real time, about any suspicious events at or near a SSD or in monitored area.

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

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

# Mobile ATMeye.iQ

## Interfaces of application for mobile devices



# ATMeye.iQ Packages

## Digital package



ATMeye.iQ  
Software



HASP Licensing Key

## Analog package



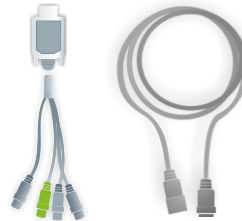
ATMeye.iQ  
Software



HASP Licensing Key



Video capture  
card



Cables

## Separately ordered items

### Cameras



USB / IP

or

analog

### Sensors



Shock



Gas



Temperature



Tilt



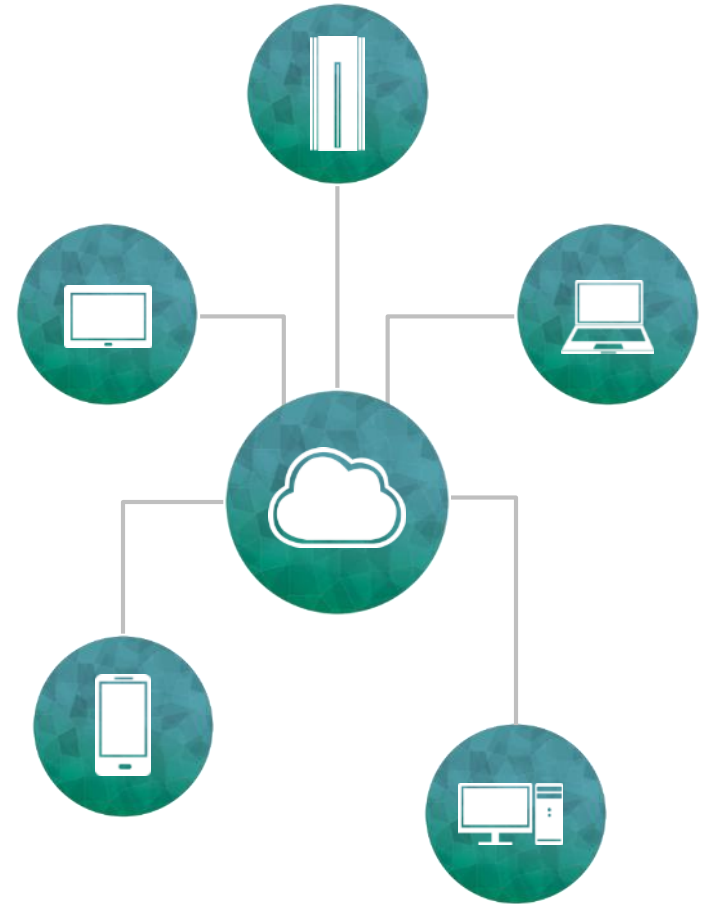
Other

### 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

**JSC "PENKIŲ KONTINENTŲ BANKINĖS TECHNOLOGIJOS" (BS/2)**

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