ATM eye
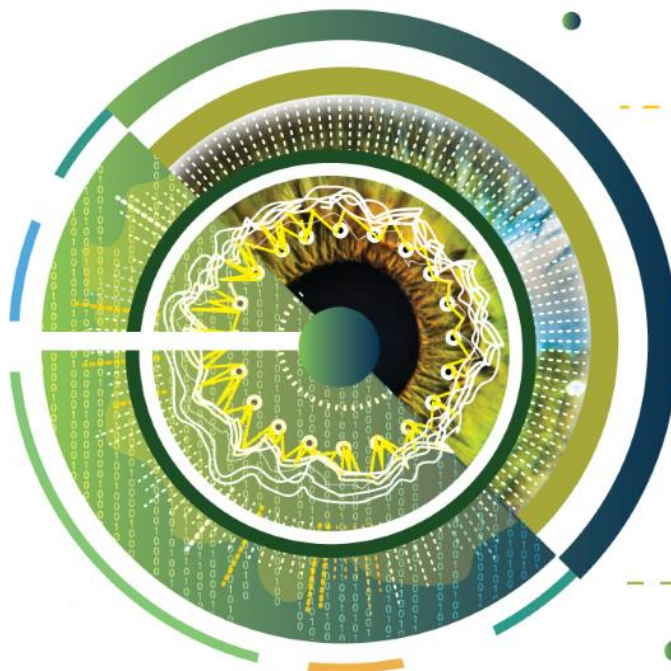## .iQ Family Product

VIDEO
SURVEILLANCE
AND FRAUD
PREVENTION

BS2
Penki kontinentai group

Penki
kontinentai
GROUP

Penki kontinentai Group

1992 г. – **Penki kontinentai** established

1998 г. – **ASHBURN International**

1998 г. – **Penkių kontinentų komunikacijų centras**

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

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

2005 г. – **Penkių kontinentų investicijos**

Business Areas of **Penki kontinentai**

Banking and Retail Solutions	IT services	Digital Signature	Telecom	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)	System 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
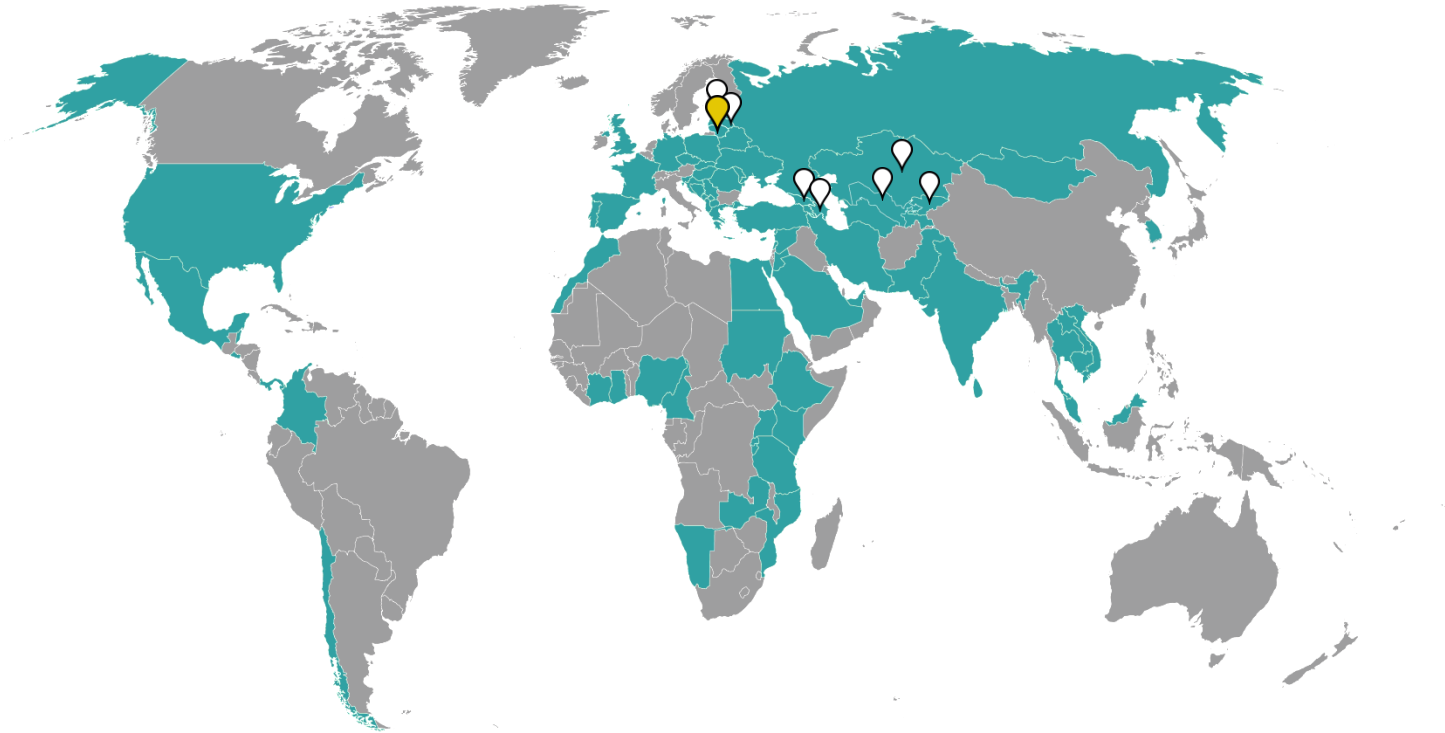
Head Office in Lithuania.
Subsidiaries:
Azerbaijan | Georgia | Kazakhstan
Kyrgyzstan | Latvia | Uzbekistan | Estonia

Our solutions and services are well-known worldwide and available in 78 countries.

Certificates

Successfully implemented the globally acclaimed ITIL V3 recommendations

Implementation of Standards ISO 20000 and ISO 27001 for service and security management

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

Awards

Diebold Nixdorf / Wincor Nixdorf:

- Special Achievement Banking 2007, 2013, 2014, 2017
- Best Banking Solution 2012, 2013, 2016
- Best Banking Service 2002, 2003, 2012, 2013, 2014
- Most Innovative Software Solution 2004, 2005
- Most Innovative Concept 2002, 2003, 2004, 2005

ATM Industry Association:

- Best ATM Security Technology 2002

Lithuanian Confederation of Industrialists:

- Innovation prize 2016
- Product of the year 2001, 2005, 2006, 2007, 2008, 2012

Technology Partners

![BS2 - Penki kontinentai group]

Penkių Kontinentų Bankinės Technologijos

- Developing, sale, integration and support of software

- Sale of specialized equipment for banking and retail

- Outsourcing services

- Technical Maintenance and support

- IT infrastructure monitoring

- Training and consulting

- Spare part delivery

25 years on the market

- 300+ talented professionals
- 7 affiliated companies in Azerbaijan, Estonia, Georgia, Kazakhstan, Kyrgyzstan, Latvia and Uzbekistan
- 20+ years of partnership with Diebold Nixdorf
- 90+ partners in 78 countries
- 700+ international customers

Fraud Prevention and Video Surveillance Solution

ATMeye.iQ is a comprehensive solution that provides additional safety and security for self-service devices that helps to protect against any type of criminal actions.

- Advanced video surveillance of self-service devices

- Reducing of fraud and vandalism risks due to the system of immediate notifications

- Detailed reports about any user action with attached photos and videos

- Functional and security reports for the whole SSD network

How ATMeye.iQ can help?

The solution provides assistance in disputes with clients and helps to prevent crime attempts:

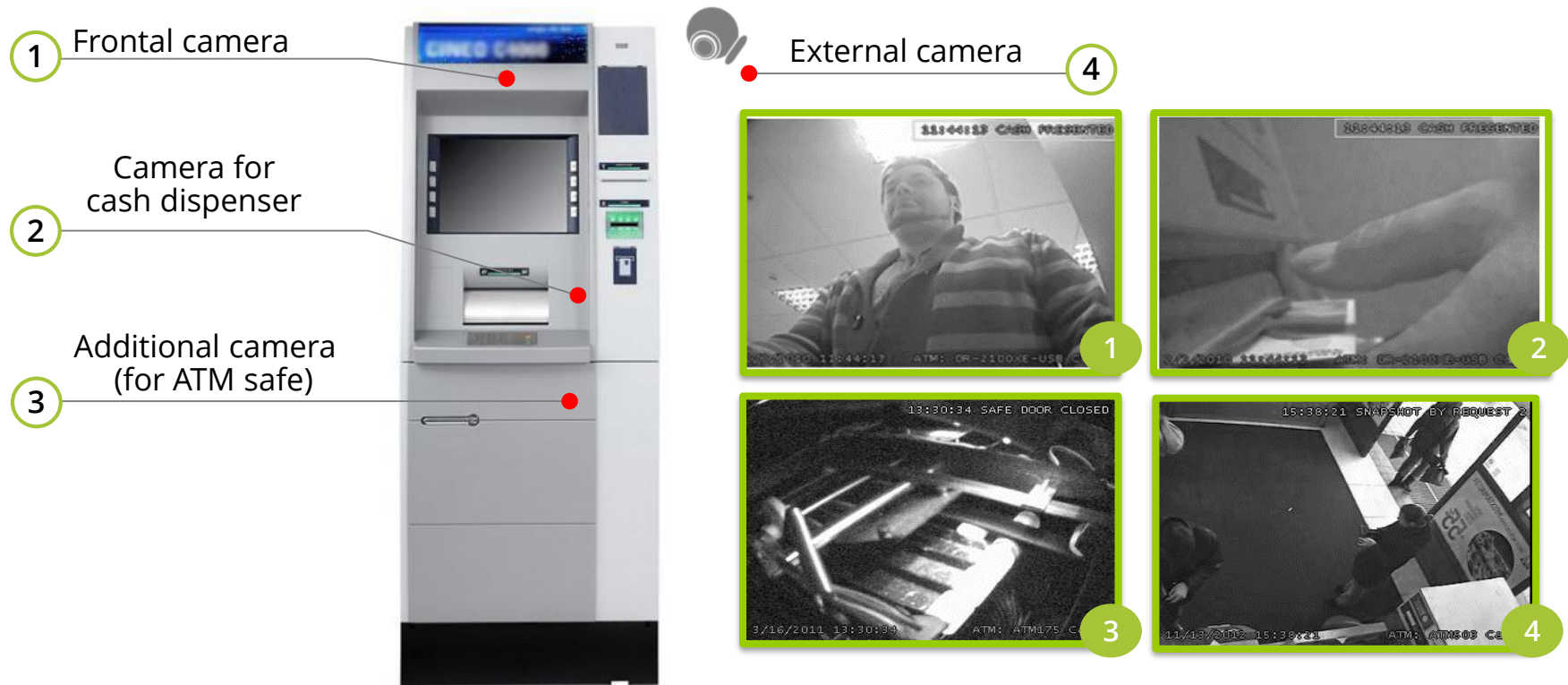|			
Disputes with clients	**Fraud (skimming)**	**Vandalism**	**Blacklist**

Photo and video
Basic functionality

- Event-based snapshotting and video capturing

- Snapshotting and video capturing on the sensor triggered events

- Pre-record and post-record features

- Live video on demand

- Camera status check

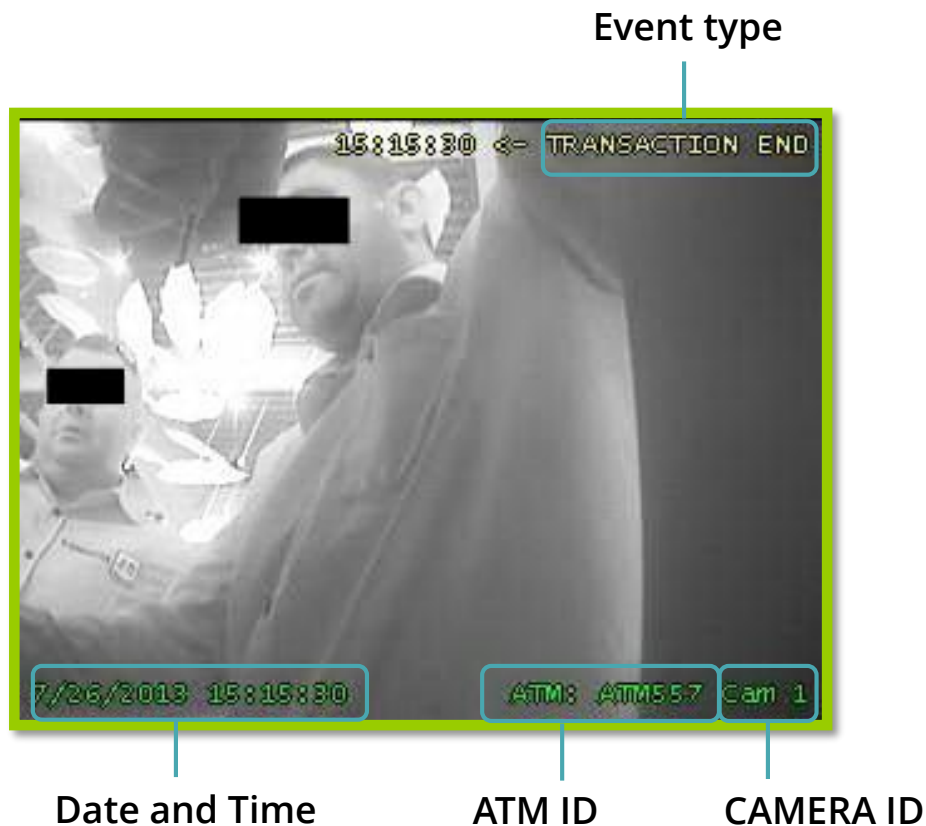- Support of different types of cameras

- Camera operating modes' setup

Mounting of cameras:

4 different types of cameras (USB, OSI, analogue и others) may be used inside SSD, and up to 12 external IP-cameras.

1 — Frontal camera

2 — Camera for cash dispenser

3 — Additional camera (for ATM safe)

4 — External camera

Technical details of photo and video

Event type

15:15:30 <- TRANSACTION END

7/26/2013 15:15:30   ATM: ATM55.7   Cam 1

Date and Time   **ATM ID**   **CAMERA ID**

Supported resolutions for photo and video
320x240 352x288 640x480
Average size of photo in 320x240 resolution (JPEG)
10-20 KB
Average video length (12 seconds)
150-200 KB
Possible amount of transactions for a 10 GB HDD
110 000 – 120 000 transactions (7 photos needed for normal reconstruction of event)

Sensor Alerts and Notifications
Basic functionality

- Broad range of supported sensors for threats' detection

- Real-time monitoring of alarms

- Covered camera alarm

- Mobile notifications

Mounting of sensors

1 — Anti-skimming device
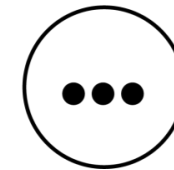
2 — Shock sensor

3 — Gas sensor

4 — Temperature sensor

5 — Tilt sensor

Others

Remote system management *
Basic functionality

- Camera remote configuration without service team visits

- Encryption and data security

- Centralized file management for all photos, videos, logs, software updates

- Remote software updates for exact self-service device and whole network

- Task scheduling for different type of jobs like file archiving and others

* The functions are provided with the RFM·iQ solution

Monitoring
Basic functionality

- One common interface for all events

- Proactive notifications system

- Easy search capabilities

- Self-service device status check

- Card capture or service denial

- Masking the bank card number

Users and Access Rights Management
Administrator

The **ATMeye.iQ** system has several preconfigured type of users with the role based access rights and predefined unique functions allowing to work with and control the whole system while maintaining highest possible security level of operations.

Administrator

Functionality:

- Manage other users' access rights

- Manage the licenses

- Import data from other systems

- Backup and restore information from the archives

- Monitor network status

- Schedule network activities

- Get comprehensive statistical reports

Users and Access Rights Management
Operator

Key person, who is responsible for self-service devices monitoring in the system.

Operator
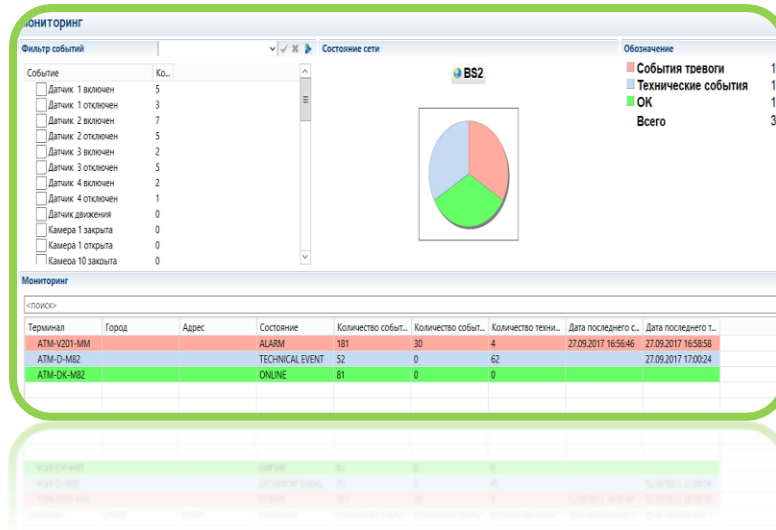
Functionality:

- Control of SSDs work

- Control of user activities

- Reaction on retained cards or retracted cash

- Transaction monitoring for the whole network

- Other operational functions

Users and Access Rights Management
Security officer

The system security officer can receive instant notifications on all alarm events that is harmful for SSD: hack attacks, vandalism or tampering attempts, and many others.
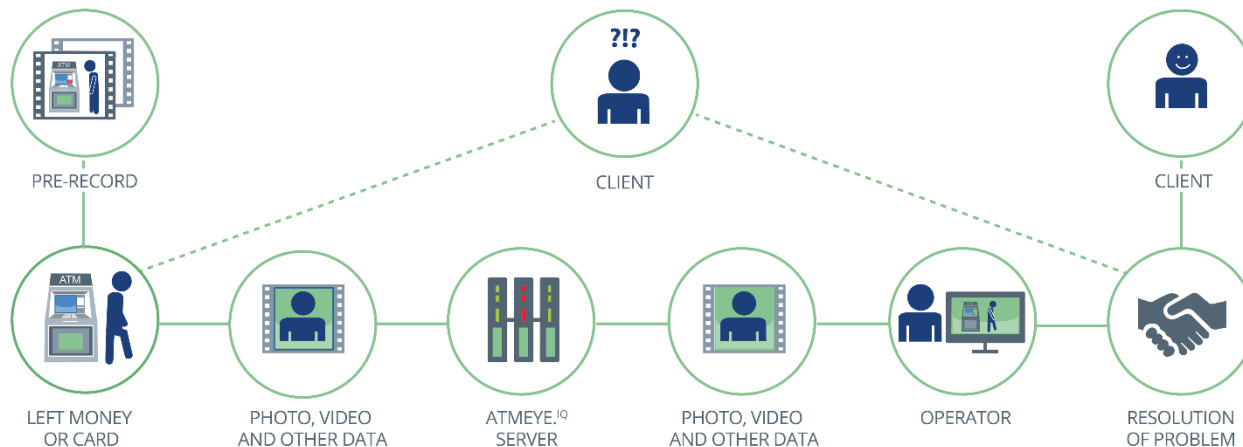
Security Officer

Functionality:

- Receiving and processing of alarm notification for the whole network

- React on all real and potential threats

- Generate various reports with statistics of such events for analysis and further decision making.

Application of ATMeye.iQ
## Disputable situations with clients

In case of disputes arising during client transactions on a self-service device the responsible employee of the bank is able to find photo and video records related to the events of this transaction by card number, time and data of the given transaction.

PRE-RECORD

?!?

CLIENT

CLIENT

LEFT MONEY
OR CARD

PHOTO, VIDEO
AND OTHER DATA

ATMEYE.iQ
SERVER

PHOTO, VIDEO
AND OTHER DATA

OPERATOR

RESOLUTION
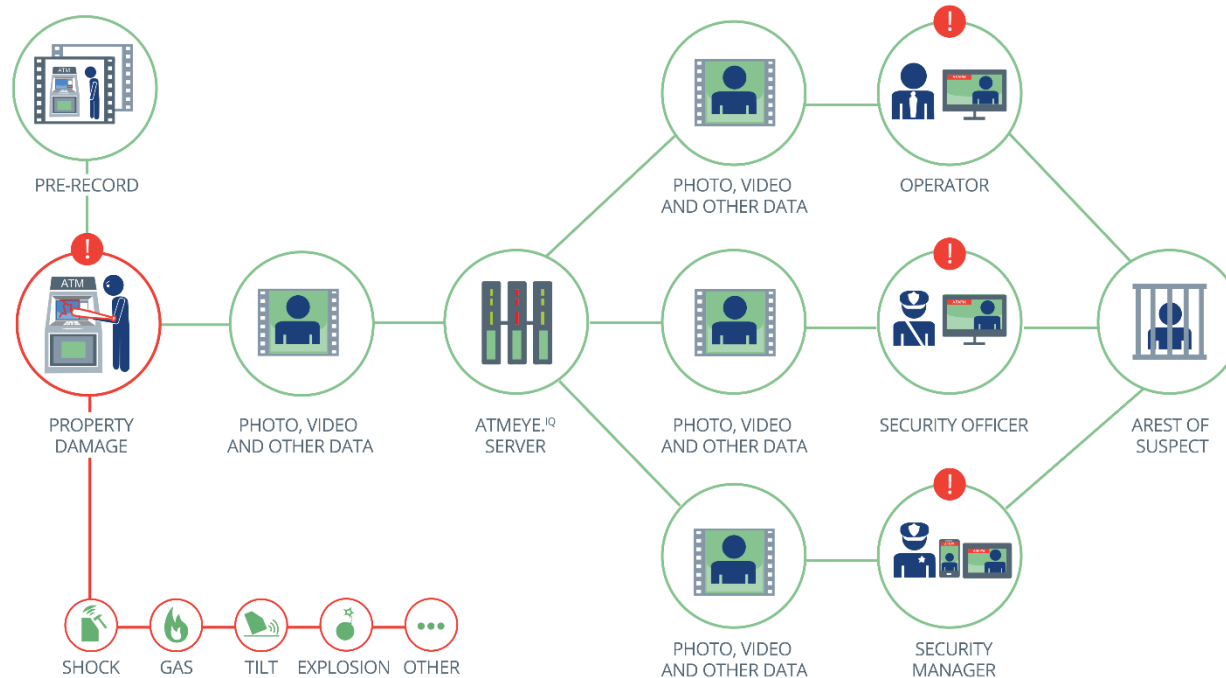OF PROBLEM

Application of ATMeye.iQ
Anti-fraud

All attempts to install a skimming equipment at SSD are detected, and the system immediately notifies the responsible bank staff about such an event. Together with alarm notification, bank employees will get attached photos of suspects and video recording of the event.
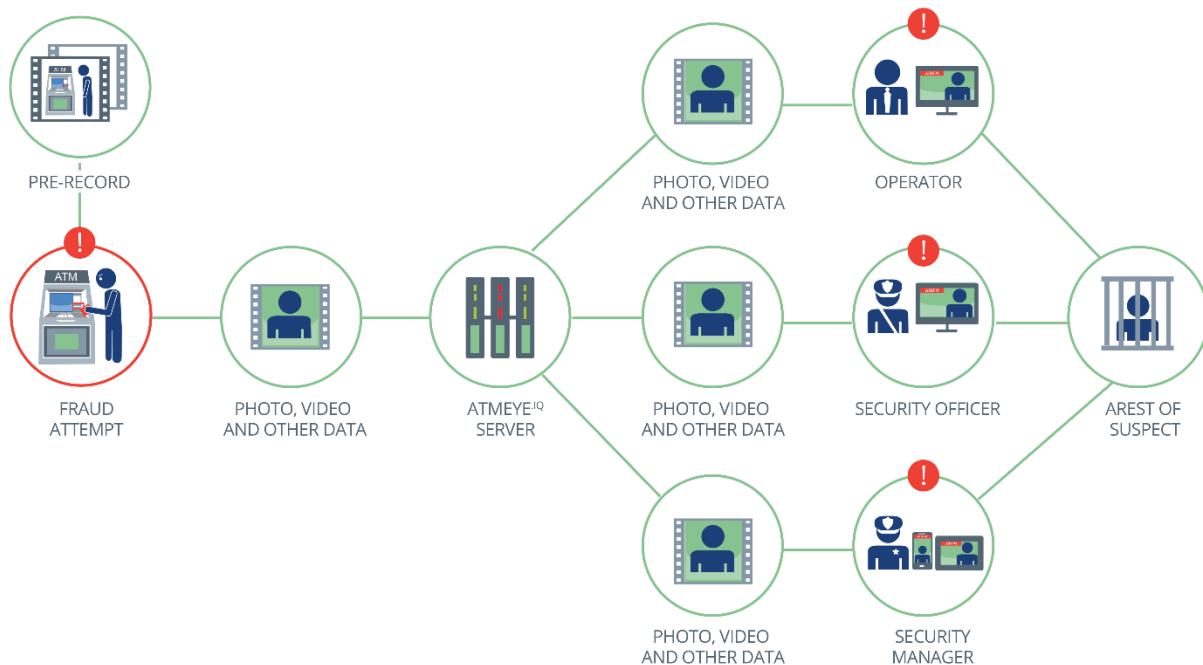
Application of ATMeye.iQ
Vandalism

The installed sensors detect all criminal actions on a self-service device, and the system immediately informs security officers of the bank about this event. Together with alarm notification, bank employees will get attached photos of suspects and video recording of the event.

PRE-RECORD

PROPERTY DAMAGE

PHOTO, VIDEO AND OTHER DATA

ATMEYE.iQ SERVER

PHOTO, VIDEO AND OTHER DATA

OPERATOR

PHOTO, VIDEO AND OTHER DATA

SECURITY OFFICER

AREST OF SUSPECT

PHOTO, VIDEO AND OTHER DATA

SECURITY MANAGER

SHOCK   GAS   TILT   EXPLOSION   OTHER

Application of ATMeye.iQ
Use of blacklisted cards

The system detects an attempt of using a blacklisted bank card and immediately informs security officers of the bank about this event. Together with alarm notification, bank employees will get attached photos of suspects and video recording of the event. In addition, the bank card will be captured by a self-service device.
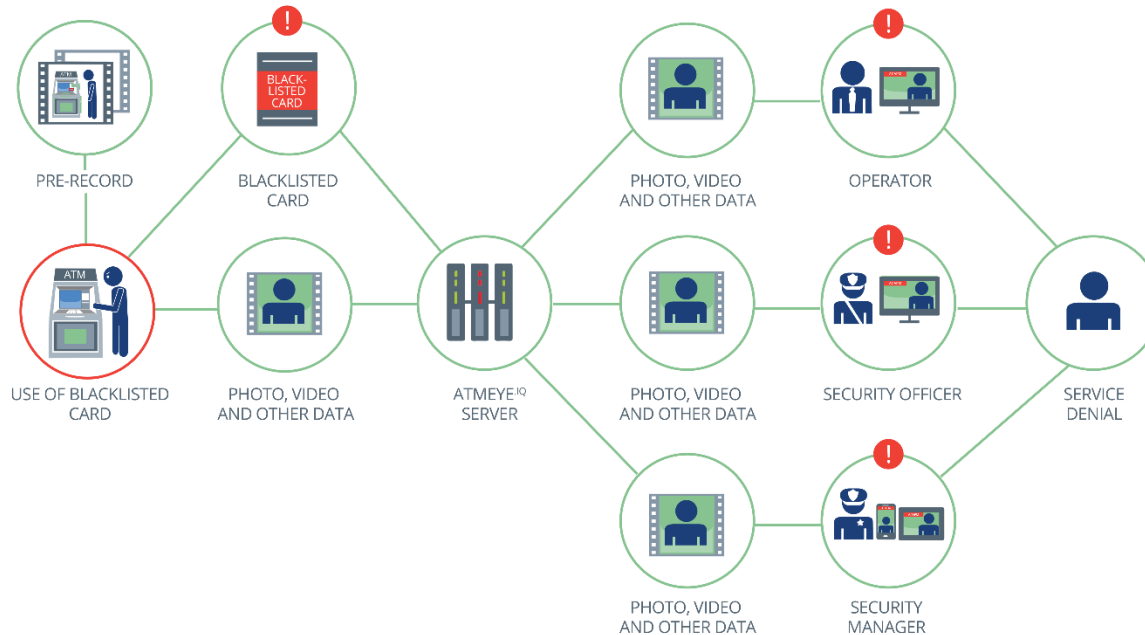
ASM.ATMeye.iQ Module
Fraud Prevention

ASM.ATMeye.iQ is a result of the **ATMeye.iQ** system and anti-skimming device integration. This innovative anti-fraud solution works with any types of anti-skimmers and logical security solutions (fraud-monitoring systems).

ASM.ATMeye.iQ provides the following functions:

- **Real time notifications.** If an installation of a set of skimming tools is detected, the ATMeye.iQ system in real time sends out notifications of this event to the desktop computers or to the mobile devices of bank employees. At the same time, cameras record criminal actions, and photographs and video recordings are sent to the security officers.

- **Detailed reports.** The system provides reports about all attempts to install skimming devices for the whole SSD network on request or based on predefined schedule. It allows analyzing the overall picture of network security.
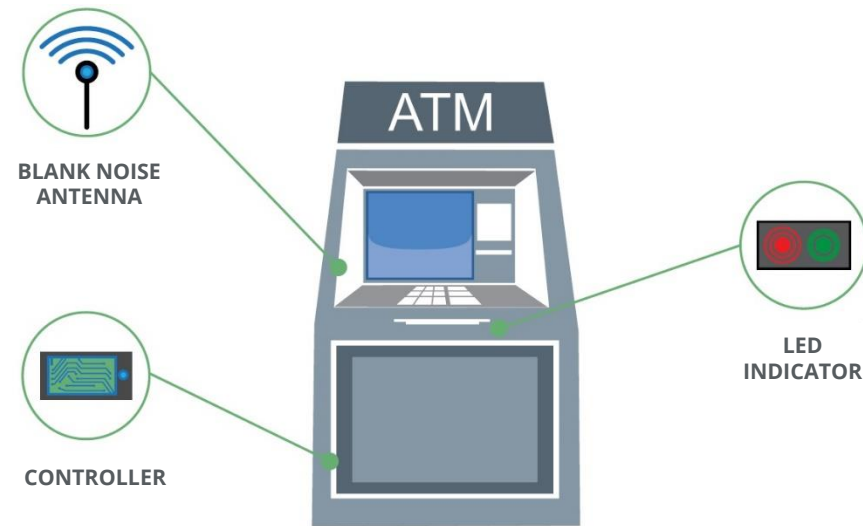
BLANK NOISE ANTENNA

CONTROLLER

ATM

LED INDICATOR

Mobile ATMeye·iQ Application

Mobile ATMeye·iQ is an application for mobile phones and tablets that allows getting information about any suspicious actions happening on self-services devices and nearby.

Mobile ATMeye·iQ provides the following functions:

- SMS, email and other ways of notification for responsible staff
- Call to security officers
- Running of any preset system process on a self-service device
- Alarm activation
- Stop and start the application at the self-service device
- Reboot the self-service device

RFM·iQ solutions
Secure file transfer

The solution provides secure files transfer between self-service devices (SSD) and administrator workstation or data collection server.

Functions:

- Remote file search in the system.

- Remote control of SSD in real-time – file transfers, data validity status control, program or script startup, etc.

- Flexible assignment of file transfer jobs – by schedule (on a particular date, day of the week or month, at a defined time of the day, etc.) as well as by file type or source directory.

- Transfer of electronic journal files, program logs, photos, videos and from self-service devices to the data collecting sever. Data archiving and storage.
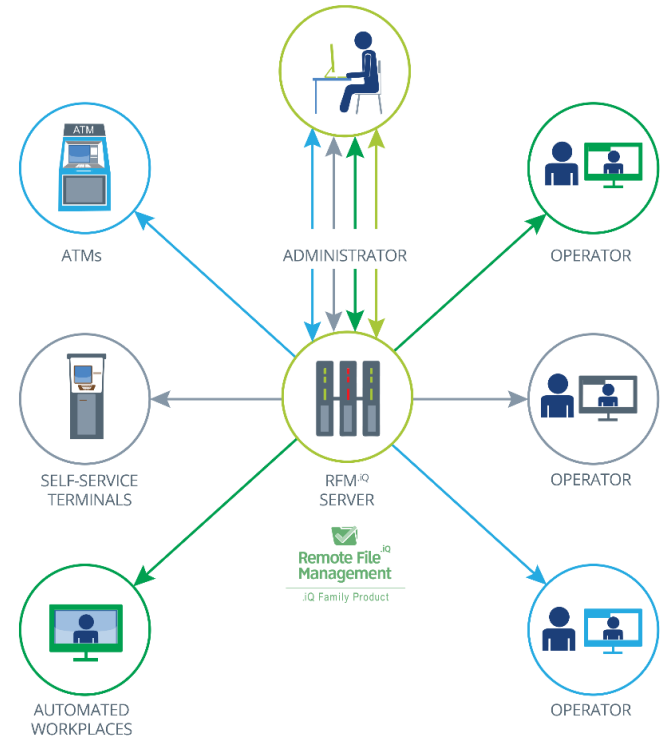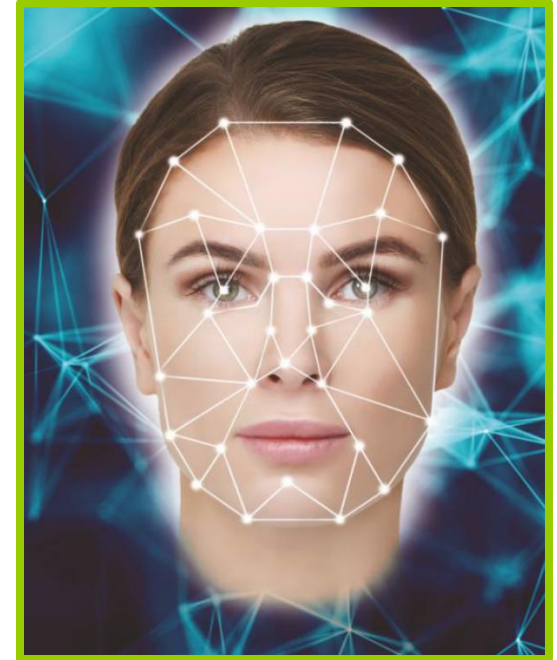
FRC.ATMeye·iQ
Face Recognition

This function provides additional security for ATM users, while banks and other companies get an efficient tool to automate their business processes.

Face Recognition feature of ATMeye·iQ provides:

- Integration of two-factor authentication using the existing technical infrastructure (frontal cameras of ATMs and others)

- Proactive reaction to blacklisted people appearance

- Option to build a "white list" for service and CIT staff

- Opportunity to gather impersonal data about clients (gender, age) and use this information for Direct Marketing and campaign analysis

ATMeye.iQ Supply Packages

BS/2 sale and lease all needed equipment: frame grabbers, sensors and other components on demand as well as Installation, support and updates of server and terminal software and hardware for the **ATMeye.iQ** system and **Mobile ATMeye.iQ** mobile application.

Digital package
- ATMeye.iQ Software
- Licensing Key

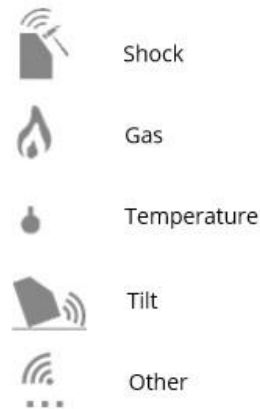**Analog package**
- ATMeye.iQ Software
- Licensing Key
- Video capture card
- Cables

Separately ordered items

Cameras — USB / IP or analog

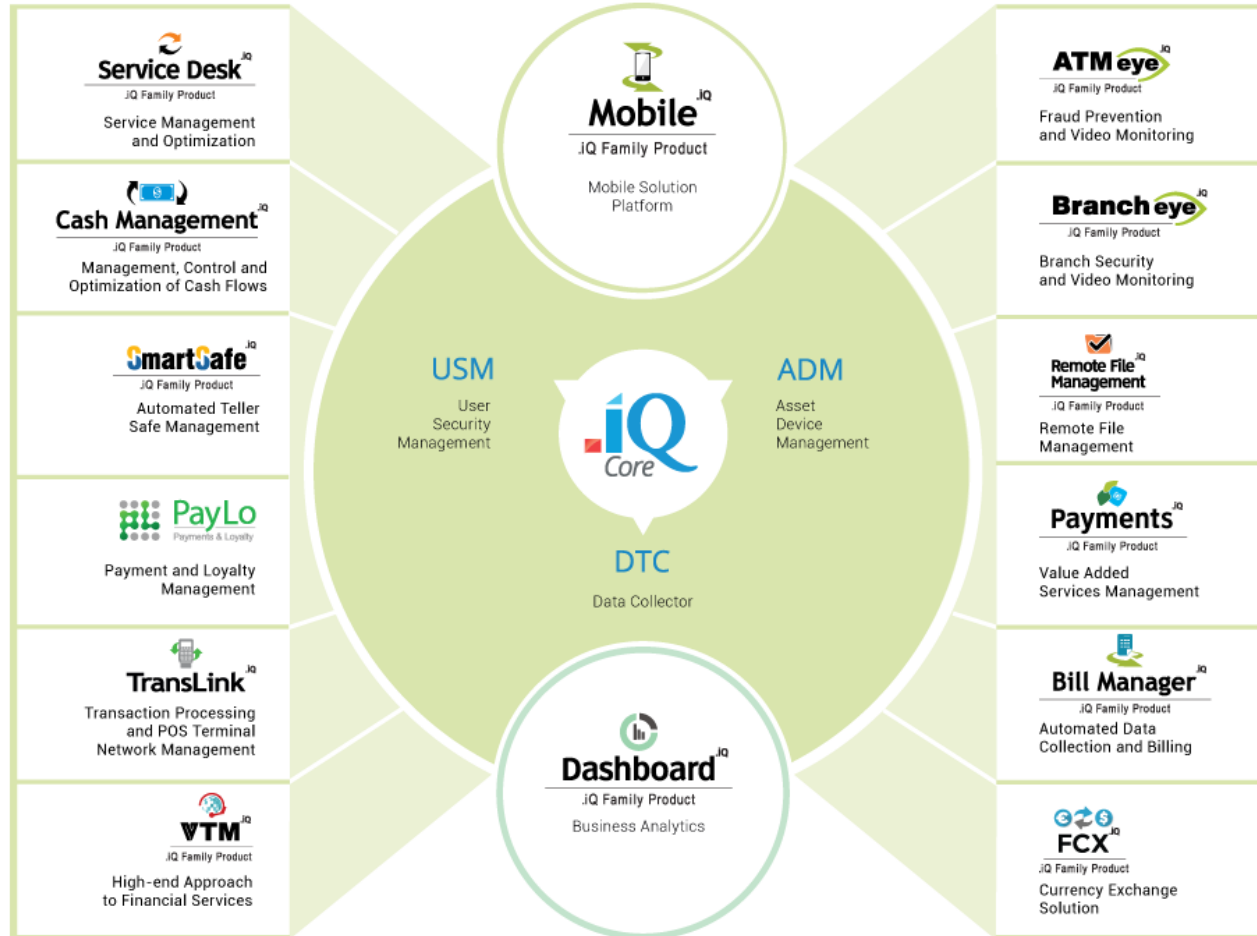Sensors
- Shock
- Gas
- Temperature
- Tilt
- Other

Anti-skimming devices

Software of .iQ Family

Related software products

Brancheye.iQ — is an ATMeye.iQ based software solution ensuring video surveillance and security monitoring at an entire bank branch offices and near it.

Remote File Management.iQ — is an .iQ family product enabling a secure files transfer between self-service devices and administrator workstation or data collection server.

Mobile.iQ — is a set of mobile solutions designed exclusively for .iQ family products in order to provide mobile access to various information resources and services.

Related software products

Dashboard.iQ — is an intellectual module of .iQ family products that provides data gathering function and visualizes it as vivid reports for analyzing and making decisions.

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

SmartSafe.iQ is a cost-effective multi-vendor software solution for automated teller safes that helps to manage all cash operations from deposits and withdrawals to currency exchange. In order to provide the video surveillance function, the solution can be integrated with the ATMeye.iQ system that allows taking photos of the ATS zone triggered by various events (cash operations).

Thank you
for your attention!

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