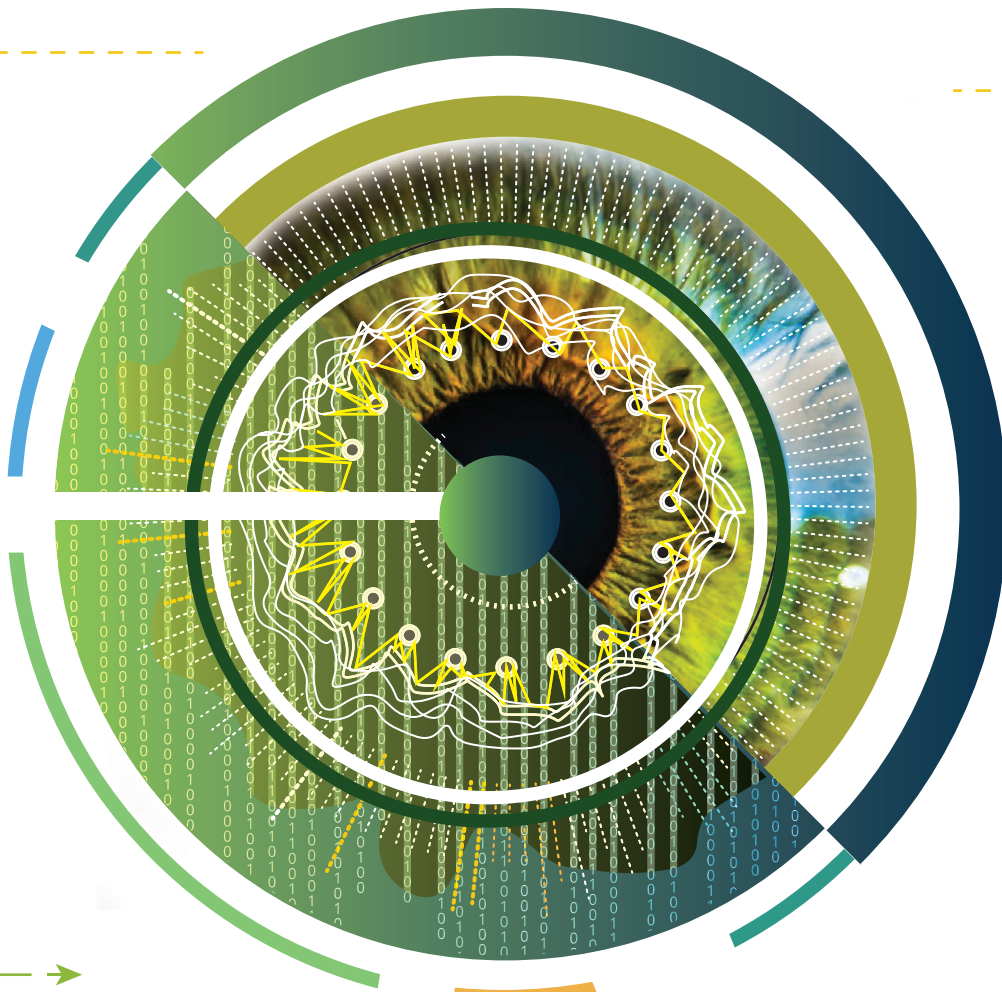# ATM eye

.iQ Family Product

VIDEO SURVEILLANCE
AND FRAUD PREVENTION

78
countries
where activities
are carried out

25
YEARS ON
THE MARKET

7
affiliated
companies
in Azerbaijan,
Estonia, Georgia,
Kazakhstan,
Kyrgyzstan,
Latvia and
Uzbekistan

300+
talented
professionals

700+
international
customers

20+
years of
partnership
with Diebold
Nixdorf

90+
partners
allaround
the world

COMPETENCE AT THE CORE

Penkių Kontinentų Bankinės Technologijos (BS/2), a part of Penki Kontinentai group of companies, provides services in 78 countries, creating software solutions that help automate and optimize your business.

For more than 25 years, we are developing specialized innovative software and technological solutions for banks, financial institutions and retail companies. We are offering high-quality IT products that meet your customers' needs.

Our services:

- Software development, sales, installation, support and systems integration services
- IT service outsourcing
- Maintenance and repair of banking, telecom-munication, acquiring and retail equipment
- Monitoring of IT infrastructure
- Staff training and consulting
- Spare parts supply
- Sales of specialized equipment for banking and retail companies

Certificates:

ISO 27001, ISO 20000, ITIL V3, PCI DSS, PA DSS.

Our Clients:

- Banks and financial institutions
- Retail companies
- Gas stations
- Postal services
- Other companies
  (casinos, hippodromes and others)

International Recognition and 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.
- Lithuanian Product of the Year 2001, 2005, 2006, 2007, 2008, 2012, 2017.

ATM eye

.iQ Family Product

ATMeye.iQ protects about **70 000** self-service devices in **78** countries

Operation zone
of ATMeye.iQ

ATMeye.IQ SYSTEM

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. The solution includes a video surveillance system and special sensors detecting any suspicious events and preventing fraud activities, theft or other type of attacks against self-service devices (SSD).

Moreover, ATMeye.iQ helps with a quick resolution of possible disputes with clients and immediately notifies responsible employees of the bank staff about emerging problems.

ATMeye .iQ protects more than 70,000 self-service devices in 78 countries. The system is fully compatible and can be installed at SSDs manufactured by Diebold Nixdorf (including legacy Diebold and legacy Wincor Nixdorf), NCR, Hyosung and others. The system meets requirements of PCI PA-DSS and was awarded with many prizes like ATMIA "Best ATM Security Technology" and "Product of the Year" in Lithuania.

ATMeye.iQ FUNCTIONS AND FEATURES

Photo and video

- **Event-based snapshotting and video capturing.** The system takes photo snapshots and captures video of all actions performed by a client at a self-service device. It allows building a detailed report of all events of any transaction.
- **Snapshotting and video capturing on the sensor triggered events.** The system takes photo snapshots and captures video when sensor triggers an event. It allows building a detailed report for all alarm events coming from the sensors.
- **Pre-record and post-record features.** Possibilities to take photo snapshots and capture video before and after a particular event, either transactional or sensor triggered, that helps to restore overall situation with more details.
- **Live video on demand.** An opportunity to get instant access to streaming video and camera images from a particular self-service device.
- **Camera status check.** On demand check of the status and setup configuration of SSD's cameras can be performed with multiple snapshots function.
- **Support of different types of cameras.** The system supports up to 4 internal USB or analog cameras and up to 12 external IP cameras. It allows capturing photo and video streams of all events happening at the zone of card reader, cash dispenser and safe-box, client's face and outside area of SSD.
- **Camera operating modes' setup.** Cameras setting parameters can be switch from day to night mode according to the predefined schedule. It allows getting high quality images all day round in different outside conditions.

Sensors Alerts and Notifications

- **Broad range of supported sensors for threats' detection.** Different type of sensors (shock, vibration, tilt, and smoke or temperature detectors) as well as special anti-fraud devices can be mounted inside the SSD and connected to the ATMeye.iQ system in order to prevent fraudulent activities and possible crime or vandalism actions.

- **Real-time monitoring of alarms.** Responsible security officers are able to get immediate notifications (alarms) on sensor's triggered events.

- **Covered camera alarm.** In case of camera coverage or disconnection, responsible bank employees will automatically get alarm notifications on this event to be able to prevent any possible consequences.

- **Mobile notifications.** Emergency messages about any abnormal situations can be sent in real-time to mobile devices via the Mobile ATMeye.iQ application.

Remote system management

- **Camera remote configuration.** The system allows configuring cameras remotely, choosing the best operation mode (day or night), setting brightness, contrast and other parameters.

- **Encryption and data security.** All data transfers in the system run using encrypted protocol through the protected communication channel.

- **Centralized file management.** The integration with RFM.iQ allows the system to transfer files (photos, videos, logs, software updates) between remote self-service devices, administrator workstation and collection server.

- **Remote software updates.** Software updates is done remotely and centrally for the whole SSD network without the need to physically come to the SDD.

- **Task scheduling.** The system allows transferring data and archiving photos, videos and logs according to the predefined schedules or preset algorithms.

Monitoring

- **One common interface for all events.** The system gathers all information from the whole fleet of SSD and presents it in an intuitive way on a single screen, allowing you to get a complete picture of the operation of the entire system.

- **Proactive notifications system.** Event notifications are sent to the responsible staff through various delivery channels thus avoiding routine scanning of the incoming events stream and reducing the reaction time.

- **Easy search capabilities.** A system operator is able to find a particular SSD using the device tree sort and look up capabilities in an easy way. An exact self-service device can be find by branch, city, region and other parameters.

- **Particular transaction search** is possible based on the card number, type of event, date of transaction and other parameters.

- **SSD status check.** A system operator receives information about current operating status of all self-service devices in the network. It allows him to react faster in case of technical problems.

- **Card capture or service denial.** A blacklisted bank card might be captured by a self-service device if needed. Responsible staff will be notified about such an event by an instant message.

- **Masking the bank card number.** Key card information (card number) is masked in ATMeye·iQ system, ensuring the complete safety of the client's personal data.

2.0

1.06

ATMeye
iQ Family Product
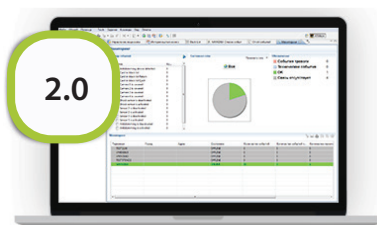
CURRENT VERSION

MOBILE VERSION

Mobile ATMeye.iQ

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 gives reliable tools for actions in any abnormal situation:

- Requests for checking the operational status of SSD and its components.
- Viewing photo and video materials in real-time as well as pre and postrecordings.

Mobile ATMeye.iQ gives reliable tools for actions in any abnormal situation:

- 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
- Stop and start the application at the self-service device
- Alarm activation
- Reboot the self-service device

Users and Access Rights Management

The ATMeye.iQ system has several preconfigured type of users with the role based access rights and pre-defined unique functions allowing to work with and control the whole system while maintaining highest possible security level of operations.
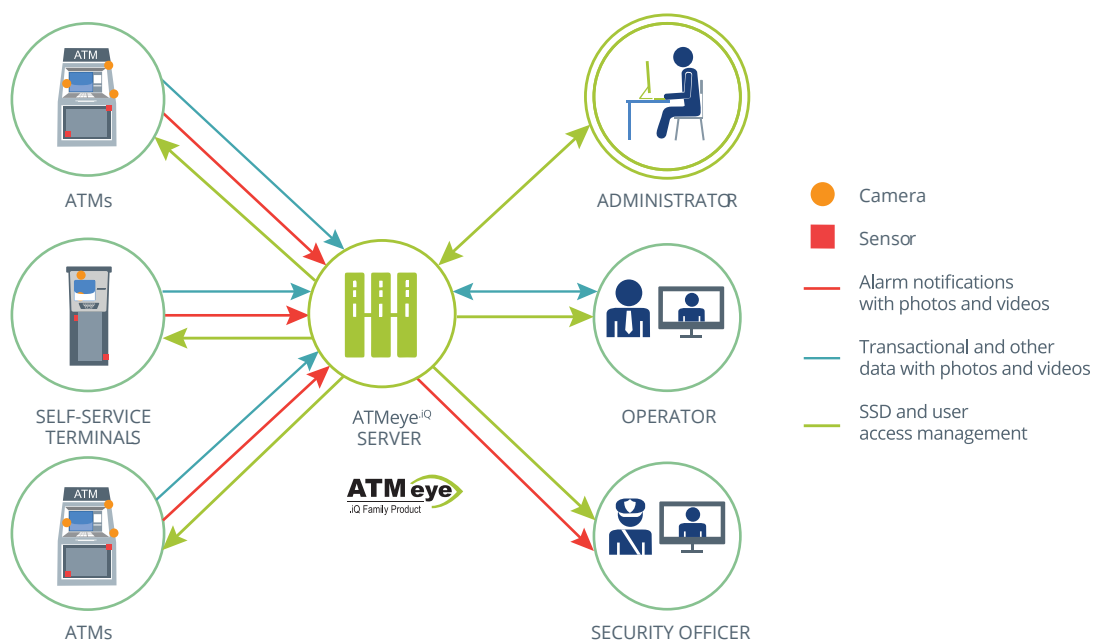
Administrator
◼ The system administrator has the ability to manage other users' access rights, manage the licenses, import data from other systems, backup and restore information from the archives, monitor network status, schedule network activities, get comprehensive statistical reports.

Operator
◼ The system operator has all the necessary rights and functionality to obtain the full list of transactions together with the information about client actions, retained cards or retracted cash as well as operational status for any self-service device.
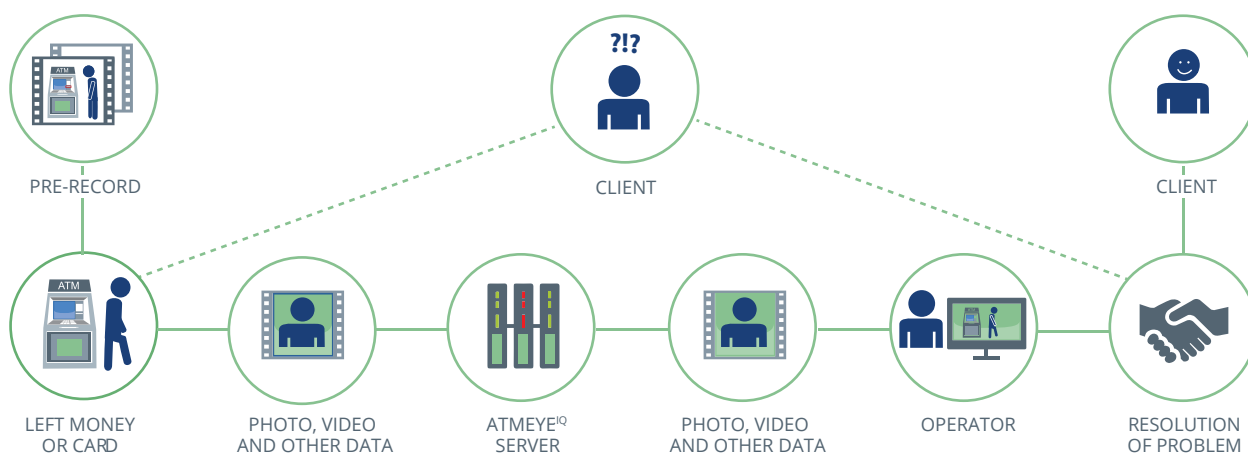
Security officer
◼ The system security officer can receive instant notifications on all alarm events that is harmful for SSD: hack attacks, vandalism or tampering attempts, and many others. At the same time, the system provides possibilities to generate various reports with statistics of such events for analysis.

ATMs

SELF-SERVICE
TERMINALS

ATMeye.iQ
SERVER

ATMs

ADMINISTRATOR

OPERATOR

SECURITY OFFICER

● Camera

■ Sensor

— Alarm notifications
with photos and videos

— Transactional and other
data with photos and videos

— SSD and user
access management

ATMeye
.iQ Family Product
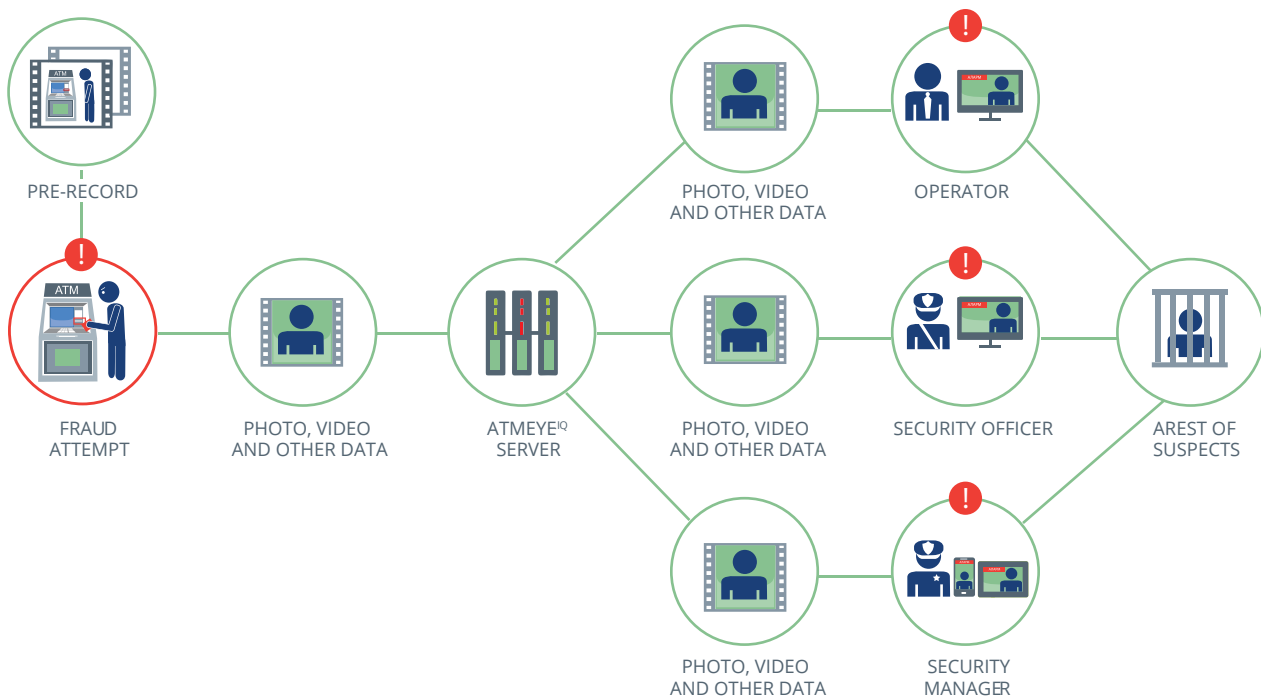
Application of ATMeye.iQ

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. This allows solving the problem in an easy and quick way, increases the level of customer loyalty, and also reduces the bank's costs in dealing with such situations, as the need for an additional replenishment of the self-service device disappears.

PRE-RECORD

CLIENT

CLIENT

LEFT MONEY OR CARD

PHOTO, VIDEO AND OTHER DATA

ATMEYE.iQ SERVER

PHOTO, VIDEO AND OTHER DATA
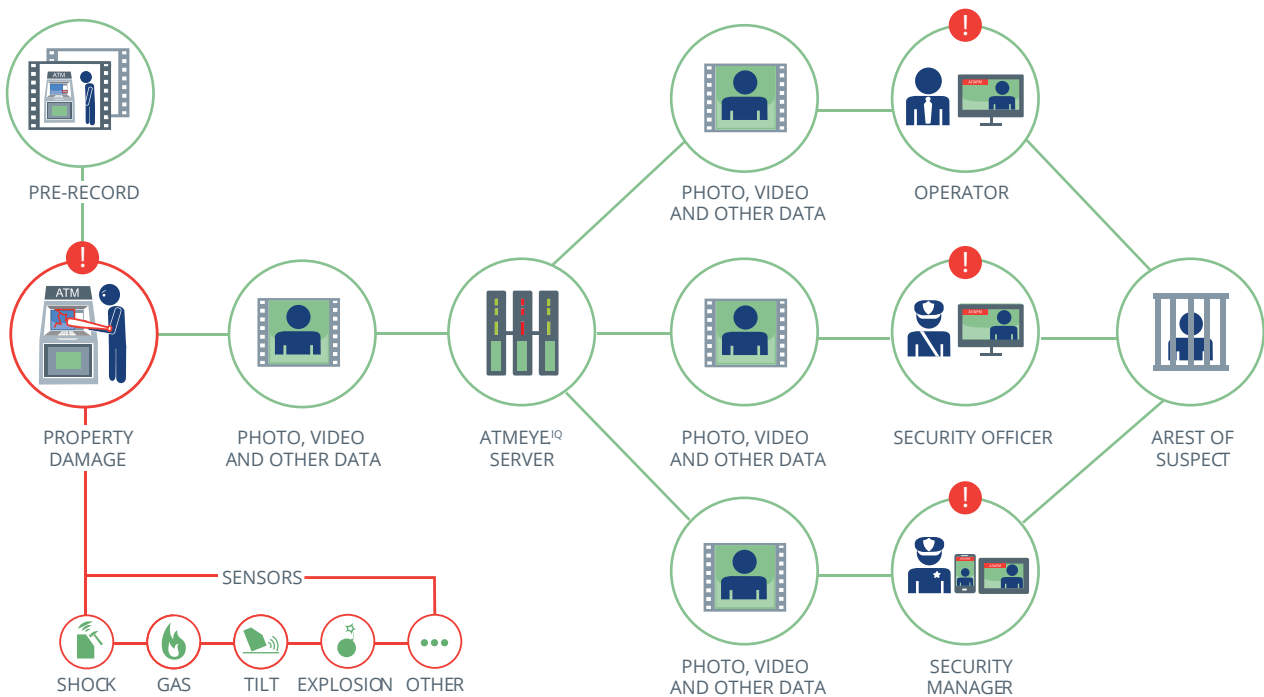
OPERATOR

RESOLUTION OF PROBLEM

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.

PRE-RECORD

FRAUD
ATTEMPT

PHOTO, VIDEO
AND OTHER DATA

ATMEYE^{IQ}
SERVER

PHOTO, VIDEO
AND OTHER DATA

PHOTO, VIDEO
AND OTHER DATA

PHOTO, VIDEO
AND OTHER DATA

OPERATOR

SECURITY OFFICER

SECURITY
MANAGER

AREST OF
SUSPECTS

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.

PRE-RECORD

BLACKLISTED CARD

PHOTO, VIDEO AND OTHER DATA

OPERATOR

USE OF BLACKLISTED CARD

PHOTO, VIDEO AND OTHER DATA

ATMEYE.iQ SERVER

PHOTO, VIDEO AND OTHER DATA

SECURITY OFFICER

SERVICE DENIAL

PHOTO, VIDEO AND OTHER DATA

SECURITY MANAGER

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

SENSORS

SHOCK   GAS   TILT   EXPLOSION   OTHER

ASM.ATMeye.iQ

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

ATM

LED
INDICATOR

CONTROLLER
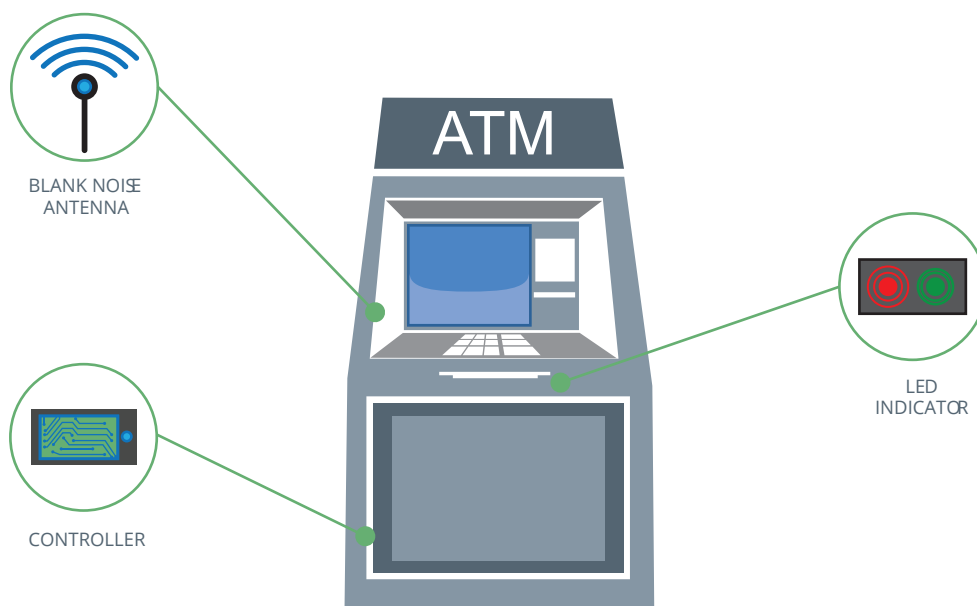
ATMeye.iQ supply package

BS/2 provides:

- Rental equipment: frame grabbers, sensors and other components on demand.

- Installation, support and updates of server and terminal software and hardware for the ATMeye.iQ system and Mobile ATMeye.iQ mobile application.

USB and OSI Package:

ATMeye.iQ Software

Hardware or software license

Analog package:

ATMeye.iQ Software

Hardware or software license

Video grabbers   Cables

Separately Ordered Equipment:

Cameras

USB / IP / OSI   Analog
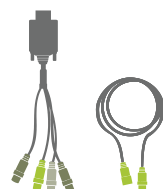
- Shock sensor
- Gas sensor
- Tilt sensor
- Temperature sensor
- Anti-skimming devices
- Other sensors
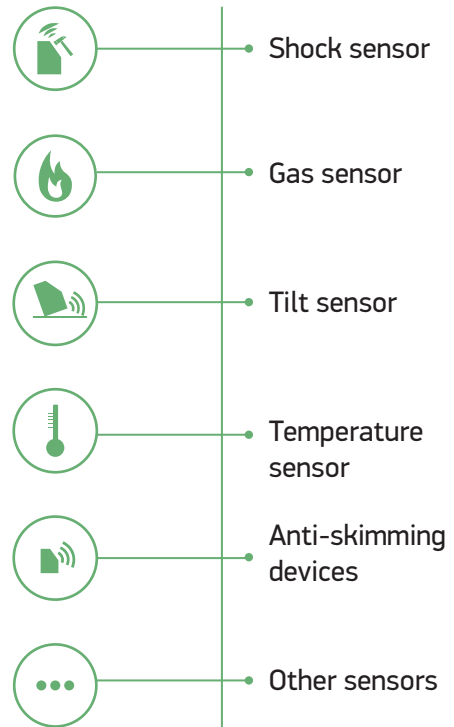
RFM.iQ (Remote File Management)

RFM.iQ (Remote File Management) is an .iQ family product enabling a secure files transfer between self-service devices (SSD) and administrator workstation or data collection server. Using this technology, financial institutions and other users can establish data communication with self-service devices in more efficient way, optimize their service activities and decrease expenses. After initial device activation in the network, all file transfer jobs can be run remotely according to the predetermined schedule.

Administrator of the RFM.iQ system can transfer files to and from a particular remote self-service device or for example send updates to the whole network of SSD. RFM.iQ is widely used to manage the following device types: ATMs, TCRs, information and payment kiosks, desktop or workstations.

Advantages:

- File management automation: all system jobs run in accordance with the predefined schedule.
- Data transfers or program/feature updates can be perfomed for one SSD or for the whole network.
- Advanced access rights management for various user groups.
- Data transfer using TCP/IP protocol with TLS 1.2 encryption.
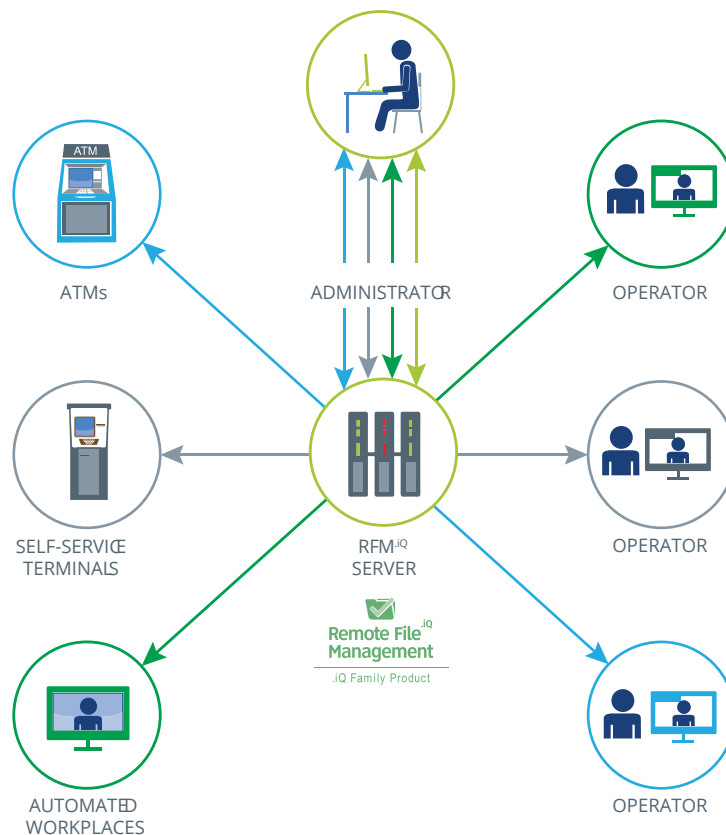- Decreasing of the software support and maintenance expenses.

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.

The RFM·iQ system consists of:

- The RFM·iQ terminal module of self-service devices (to be installed at SSD's side).
- The RFM·iQ server with user access management (User Security Manager) and device management (Asset Device Management) functionality.
- The RFM·iQ thick client's program (administrator's worstation - .iQClient).

BS/2 provides RFM·iQ as a stand-alone solution as well as a packaged one with the ATMeye·iQ video surveillance system.

ATMs

ADMINISTRATOR

OPERATOR

SELF-SERVICE TERMINALS

RFM·iQ SERVER

Remote File iQ
Management
.iQ Family Product

OPERATOR

AUTOMATED WORKPLACES

OPERATOR

Related Products

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.

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

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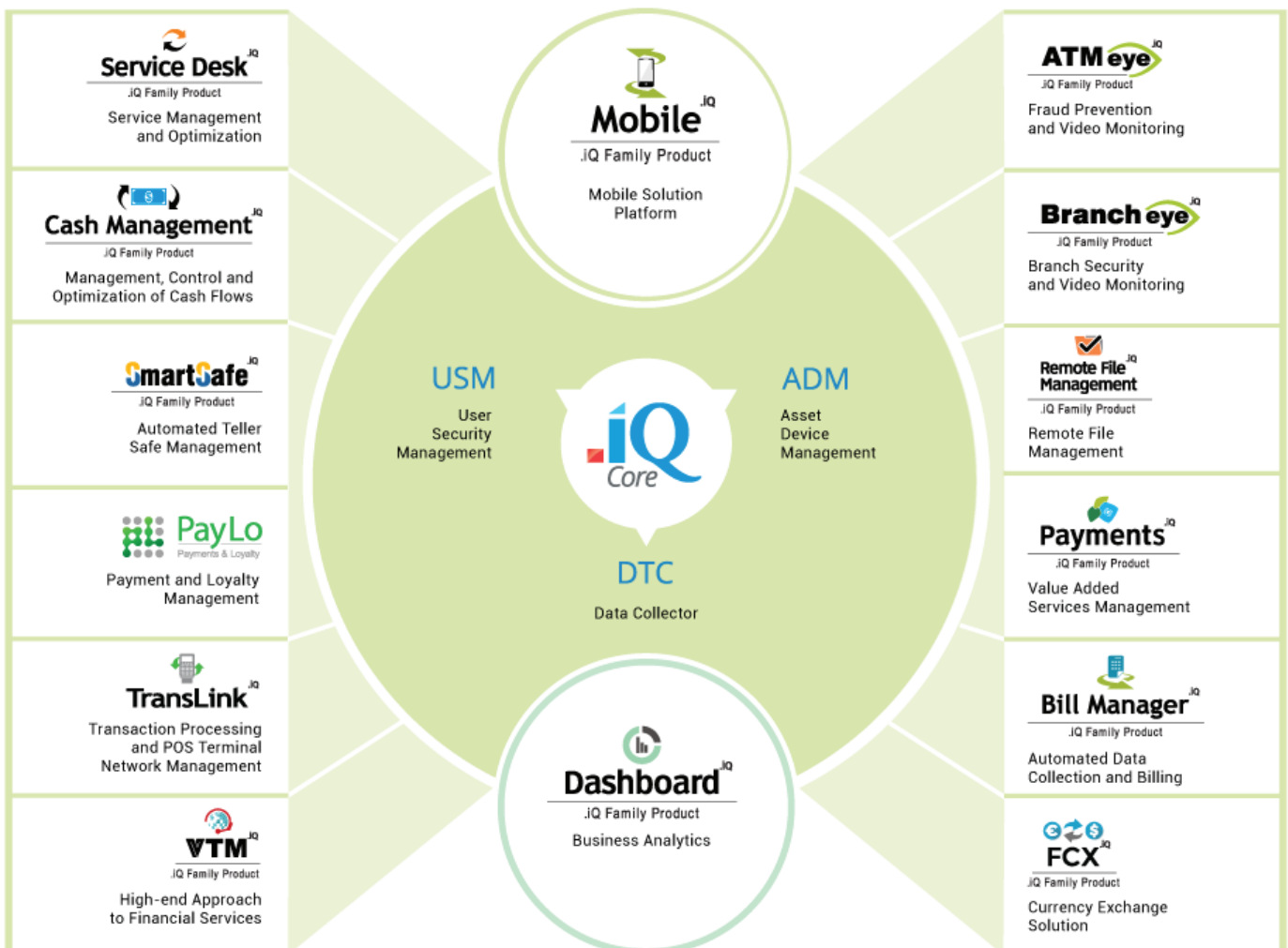
SmartSafe.iQ is a cost-effective multi-vendor software solution for automated teller safes that helps to manage all cash operations from deposits and withdrawals to currency exchange. In order to provide the video surveillance function, the solution can be integrated with the ATMeye.iQ system that allows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

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.

Product family of .iQ

BS2

Penki kontinentai group