ATMeye.iQ

The solution for video surveillance and fraud prevention

ATMeye.iQ - a comprehensive solution to improve the security level of self-service devices. It includes a video surveillance system with facial recognition functionality, as well as the sensors that react to any unlawful actions against terminals.

ATM eye
.iQ Family Product

✓ FEATURES AND BENEFITS

Photo and video recording of each ATM event

During any operation on the device, user's photo and video are taken along with his actions, which helps getting reports in details on the events of each transaction.

Pre- and post-event recording

Provides photo and video recording before and after each transaction or any other action on the device, which helps to restore the picture of what has happened.

Streaming video from the device

An opportunity to get instant access to streaming video and camera images of particular device allows receiving information about current situation in the real-time mode.

Tracking alarm events

Notifications about the sensors (shock, vibration, tilt, smoke and temperature detectors) triggering come instantly to the responsible employee of the bank and allow to react faster to the event.

Convenient transaction search

The system allows finding the transaction of interest by the card number, event, date and other parameters, making customer support service work much easier.

Face recognition

Portrait cameras installed at ATMs allow applying the process of bank's clients' identification and individuals from the "black list". The feature makes the authorization of service and CIT personnel more effective.

••• APPLICATION

Dispute resolution with customers

The responsible employee can find a photo and video recording of the disputable operation by various parameters in case if any questions about transactions on a self-service device should arise.

Fraudulent actions

The system informs the security instantly about any attempt to install a skimming device. Afterwards, one of the system's protection scenarios will start automatically.

Usage of cards from the "black list"

During the attempt to use a bankcard from "black list", the system immediately informs responsible security employee of the bank, providing photographs of the offender and video recording of the event.

Vandalism

The sensors installed at the self-service device sensors trace any misconduct and immediately inform security officer.

PRE-RECORD

OPERATOR

PROBLEM'S RESOLUTION

MISCONDUCT OR DISPUTES

ATMeye.iQ SERVER

SECURITY OFFICER

THREAT'S NEUTRALIZATION

SECURITY MANAGER