BS2
Penki kontinentai group

DN
Diebold Nixdorf

Monitoring and IT service management software for self-service systems
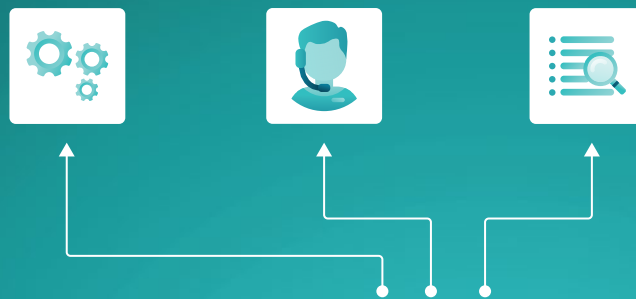
Vynamic™ View
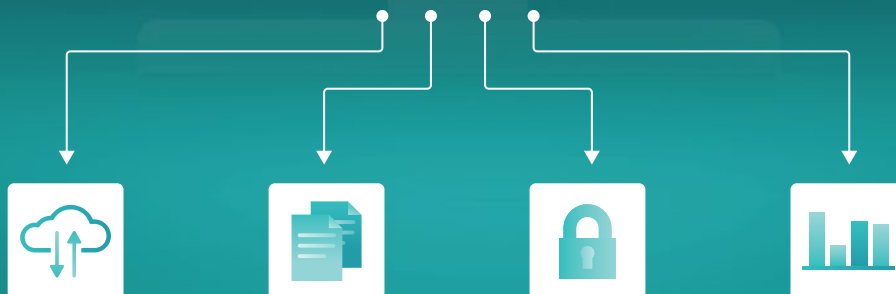
25+
years on the market

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

80
countries
where activities
are carried out

1500+
international
customers

90+
partners
worldwide

25+
years of
partnership with
Diebold Nixdorf

400+
talented
professionals

Competence at the core

The company Penkių Kontinentų Bankinės Technologijos (BS/2) is the part of Penki Kontinentai group of companies, provides services in 80 countries, creating soft ware solutions which help automate and optimize your business.

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

Our Services

- Soft ware development, sales, installation, support and systems integration services
- IT service outsourcing
- Maintenance and repair of banking, telecommunication, 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 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
- Innovation SPIRIT banking 2018.
- Special Achievement Banking 2007, 2013, 2014, 2017, 2019.
- 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.

Availability of your self-service channel is our priority

Reliability, security and high availability of self-service devices are the key factors for successful and profitable operation of the terminal network. The flow of the banking self-service channel should remain uninterrupted, regardless of how many devices a financial institution owns.

Since the bank customers want the services to be available throughout the 24 hours and seven days a week, it is important for a financial institution to minimize the number of rejected operations and the time that devices remain inoperative. Every minute of terminal not working means dissatisfied customers and financial losses for the bank.

On-time detection and quick elimination of any malfunctions significantly reduces the cost of owning a fleet of self-service devices. However, it is impossible to guarantee high availability of the terminal network without a modern multivendor technical monitoring platform using a wide range of equipment fleet management tools. One such platform is the Vynamic View software solution.

Vynamic View provides a direct connection to each terminal using the agent installed on it. This allows real-time monitoring of the state of the entire self-service device, its individual components, receiving notification of problems, and remotely updating software installed on the terminal. The use of such complex systems helps to solve up to 99% of the technical problems associated with the operation of the device software, without the service engineer.

At the same time, comprehensive monitoring of the operation of the terminals significantly reduces the cost of administration and maintenance of the terminal network, reduces the downtime of the terminals, helps to detect, localize and solve various technical problems on time. All this allows the financial organization to increase the efficiency and profitability of its network of self-service devices.

The Vynamic View solution

The Vynamic View software platform provides a comprehensive approach to managing a fleet of self-service devices, allows you to centrally monitor the technical status of terminals and individual nodes, remotely install and configure software, and also receive information about events occurring on devices: transactions, breakdowns, various incidents.

The solution allows you to work within a single interface with various types of equipment supplied by the world's largest manufacturers.

Vynamic View is used to monitor the performance of:

• ATMs;
• payment kiosks;
• electronic cashiers;
• automated deposit machines;
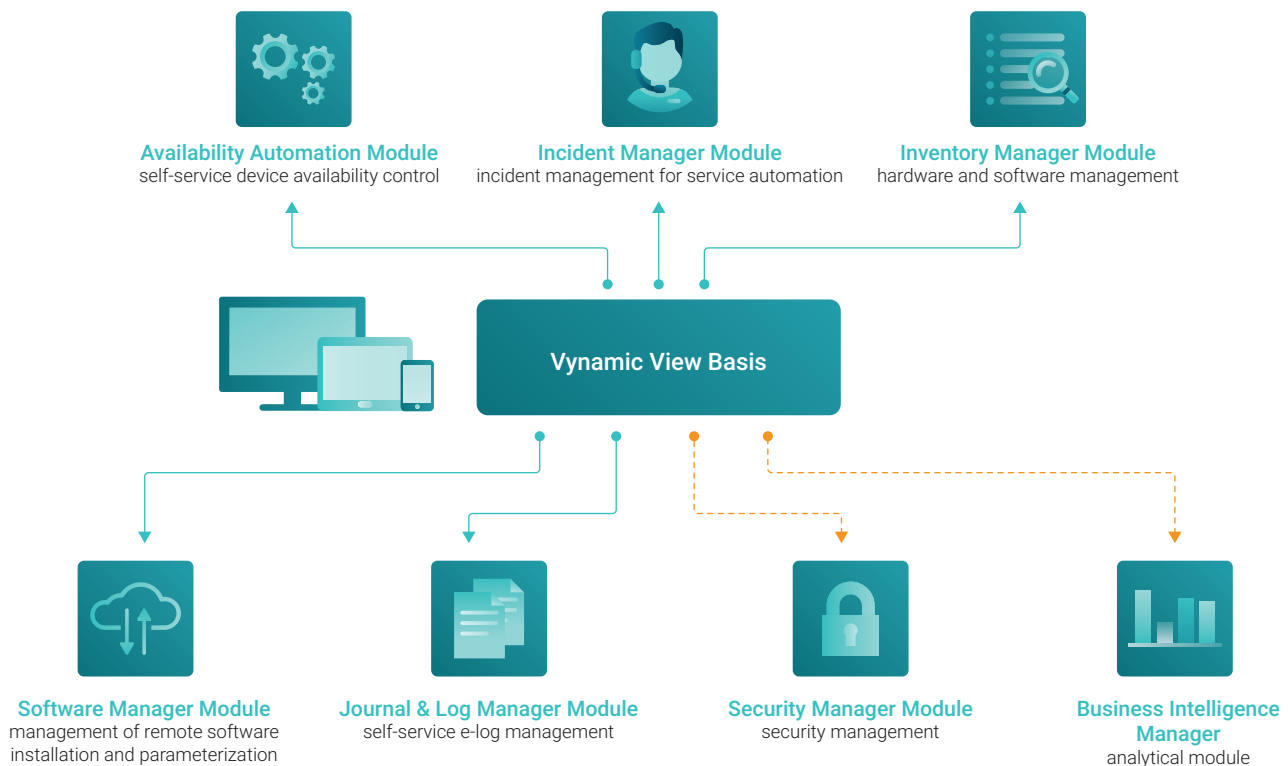• other terminal equipment.

The Vynamic View platform has a modular architecture that provides a flexible approach to solving operational problems of the terminal network owner.

The core of the Vynamic View Basis solution provides the following features:

- Administration of devices, users, profiles, tasks, rules.
- Authentication and authorization of solution operators.
- Manage software licenses installed on self-service devices.
- Notifications of the updates in the operation and status of the device.
- Create reports on network activity and events.
- Security audit of self-service devices with basic audit logging (server log).
- Manage software launch schedules.
- Rule management.
- Basic remote commands.

Each module is designed to perform specific operational tasks:

Availability Automation Module
self-service device availability control

Incident Manager Module
incident management for service automation

Inventory Manager Module
hardware and software management

Vynamic View Basis

Software Manager Module
management of remote software installation and parameterization

Journal & Log Manager Module
self-service e-log management

Security Manager Module
security management

Business Intelligence Manager
analytical module

Self-service device availability control

To ensure the smooth operation of self-service devices, it is necessary to solve a whole range of issues: monitor the status of terminals, keep records of components and software, organize after-sales service and the process of operational incident management.

The unique modular architecture of Vynamic View allows you to effectively solve tasks. Each platform module has its own area of responsibility, while they all work within a single system, which ensures a high level of terminal availability.

Availability Automation Module

Availability Automation module automates the collection of events and statuses of software and equipment installed on terminals. Thus, the system operator can monitor and evaluate the status of each connected terminal in real time.

Module features:

- Displays the device tree according to the selected hierarchy.
- Ability to sort by status.
- Transactional monitoring.
- Remote device diagnostics.
- Enabling of commands (on/off).
- Remote control of system processes.
- Automatic system of notification of responsible people about incidents.
- Planning for recurring tasks.
- Installation of system self-resolving procedures for the main types of errors.

Incident Manager Module

The Incident Manager module collects all data about equipment failures or malfunctions of terminal software in order to transmit it to service management systems.

Module features:

- Analysis and categorization of malfunctions of a system or equipment for transferring data to an external service management system.
- Logging information about malfunctions of the device, part or software (with the ability to filter / categorize).
- Automatically send out notifications about failures and changes in the state of the device.
- Informing about repeated failures to identify a system cause.

Inventory Manager Module

The Inventory Manager module allows you to keep a record of all components (type of an object, serial number, etc.) and software (versions and modifications) installed on self-service devices in the system.

Module features:

- Save the entire inventory history of each device.
- Convenient search by type of component or serial number of parts.
- Assigning for equipment an unique number for the entire period of operation.
- Tracking the physical movements of devices and accessories.
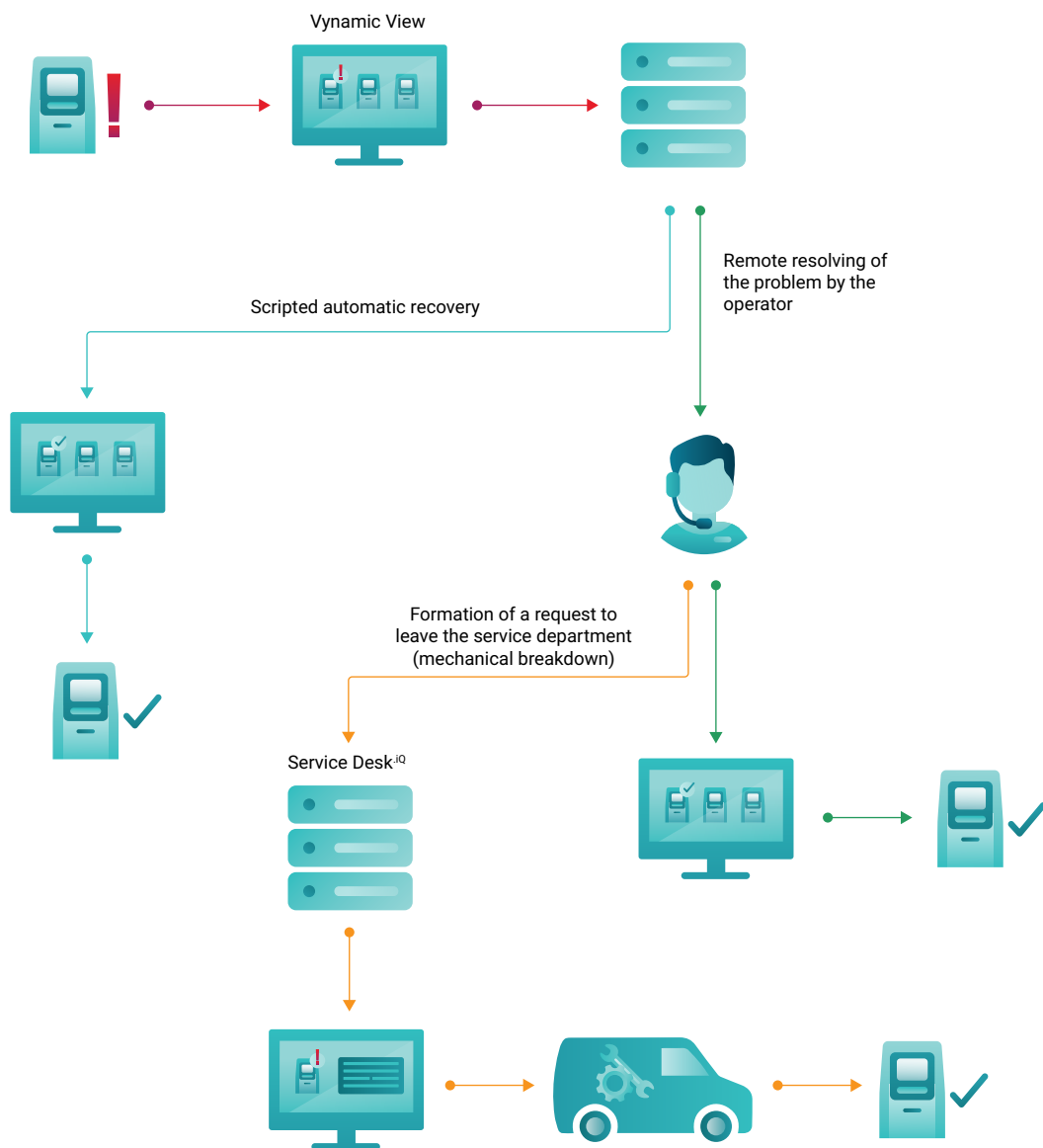- Setting rules for the main stages of the equipment operation period.

Integration with ITSM-solution ServiceDesk.iQ

Service Desk.iQ – the solution for automating the processes of servicing equipment for banks and retailers. The solution is responsible for the formation, distribution, execution and closing of customer applications, the organization of work of the service company personnel and reporting.

The Vynamic View solution allows you to transfer data to the ServiceDesk.iQ service management system, where automatic generation of applications for work takes place. The engineer receives the necessary data about the malfunction via the web interface or a special mobile application as soon as information about them enters the system.

The ServiceDesk.iQ solution allows you to monitor compliance with the troubleshooting obligations described in the SLA, quickly restore the operation of self-service devices, and avoid unresolved applications for problem.

Service automation and incident management scheme:

Vynamic View

Scripted automatic recovery

Remote resolving of the problem by the operator

Formation of a request to leave the service department (mechanical breakdown)

Service Desk.iQ

Automatic software management

Centralized remote deployment of software and its quick and secure update provide a number of advantages that can improve the efficiency of terminal fleet management.

Aditionally, the Vynamic View software solution allows you to remotely diagnose the operation of self-service devices, plan and automatically run service packs for certain groups of devices, and, if necessary, restart the terminals.

Vynamic View also allows you to find the causes of most incidents related to the operation of the software, and solve them remotely, which significantly reduces the cost of servicing devices.
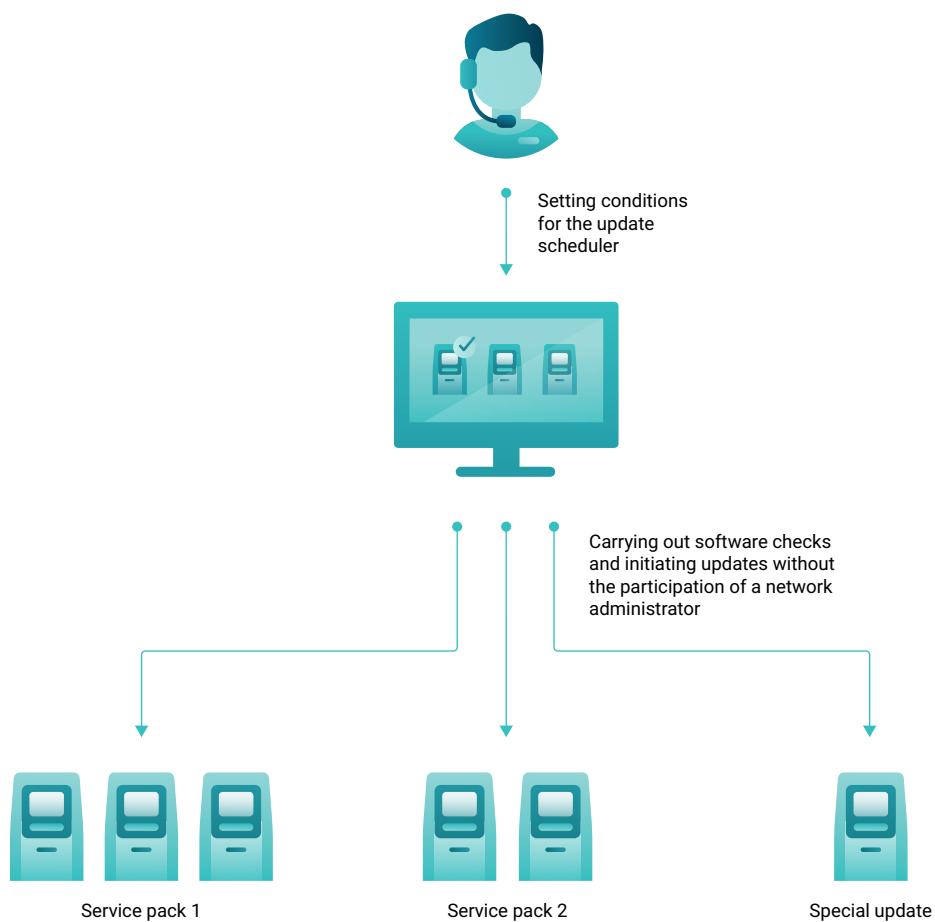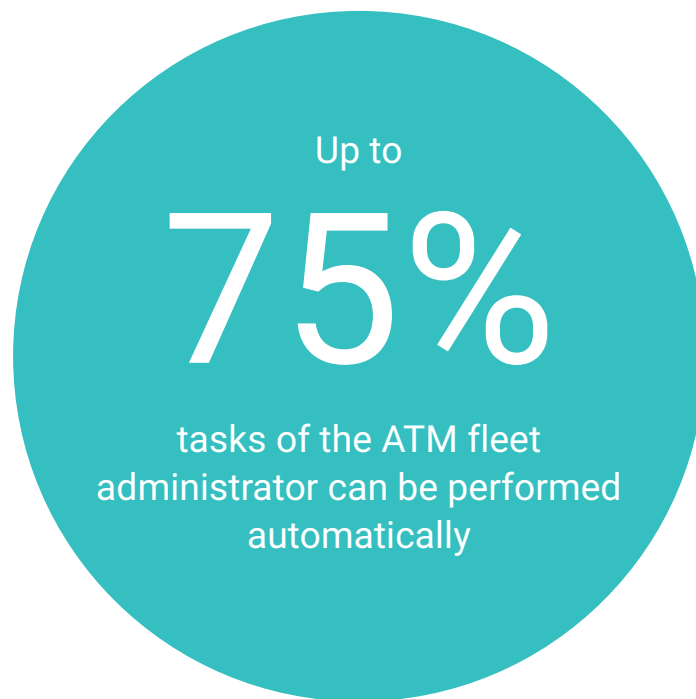
Software Manager Module

The Software Manager module provides the ability to remotely and centrally manage the loading and unloading of data on self-service devices. This allows you to install new software and its updates on the terminals, as well as download advertising materials to the device without help of service personnel.

Module features:

- Download and upload files in manual and automatic modes.
- Remote installation and software update on request or schedule.
- Creating a list of objects for installing software (individual terminals, groups, or the entire fleet of devices).
- Logging all file upload and download operations for audit.

Up to

75%

tasks of the ATM fleet administrator can be performed automatically

Setting conditions for the update scheduler

Carrying out software checks and initiating updates without the participation of a network administrator

Service pack 1

Service pack 2

Special update

Security tool management

Real-time monitoring of the state of self-service devices and remote control of their operation provide a high level of terminal security and protect them from a number of fraudulent activities.

Vynamic View allows you to remotely install and update anti-virus software on self-service devices, as well as disable the terminal in case of a threat of hacking according to a given scenario.

The Vynamic View platform can be integrated with external security systems (for example, the complex solution for securing Vynamic Security terminal devices and the ATMeye.iQ video surveillance and fraud prevention solution) and acts as a central manager for recording events, transmitting alarm notifications and launching security scenarios.

Security Manager Module

The Security Manager module collects and provides the operator with data on incidents related to terminal network security.

Module features:

- Receiving and visualizing data on software hacking attempts received from Vynamic Security.
- Obtaining data from safety sensors installed on the self-service device (temperature, gas, movement, etc.).
- Tracking equipment handling (installation of skimming and other unauthorized devices).
- Alarm notifications and automatic launch of customizable security scripts.
- Notification of responsible employees via SMS, email or a third-party interface.
- Remote management of BIOS passwords and access to system software

Integration with ATMeye.iQ platform

ATMeye.iQ is a software solution that uses a video surveillance system to ensure the safety of ATMs, resolve disputes and prevent fraud.

The joint use of Vynamic View and ATMeye.iQ allows, within the framework of a single interface, to receive data on any incidents that occurred during the operation of self-service devices and recorded by terminal cameras (portrait, external, cash slot camera, etc.).

Data acquisition and analytics

The PCI DSS Payment Card Industry Data Security Standard requires electronic event logs (logs) to be logged, saved and regularly checked for deviations or suspicious events. To accomplish this task, a separate (software-agnostic) module for managing electronic journals of self-service devices is included in the Vynamic View system.

Moreover, the collection, storage and analysis of data (information about events) is important not only for security, but also for optimizing work processes. Vynamic View allows you to create reports on the operation of devices, and also offers additional analytics tools. Thus, the Journal & Log Manager module, using all the data collected, offers areas for optimizing the operation of the fleet of self-service devices, on the basis of which the terminal fleet owner can plan a strategy for further business development.

Journal & Log Manager Module

The Journal & Log Manager module allows you to fully automate the work of uploading and analyzing electronic journals of self-service devices to obtain the most detailed information on technical failures and other events.

Module features

- Unloading electronic magazines on request or schedule.
- Storing and archiving of electronic journals in accordance with established rules.
- Covering sensitive data (card data) during transmission according to PCI-DSS standards.
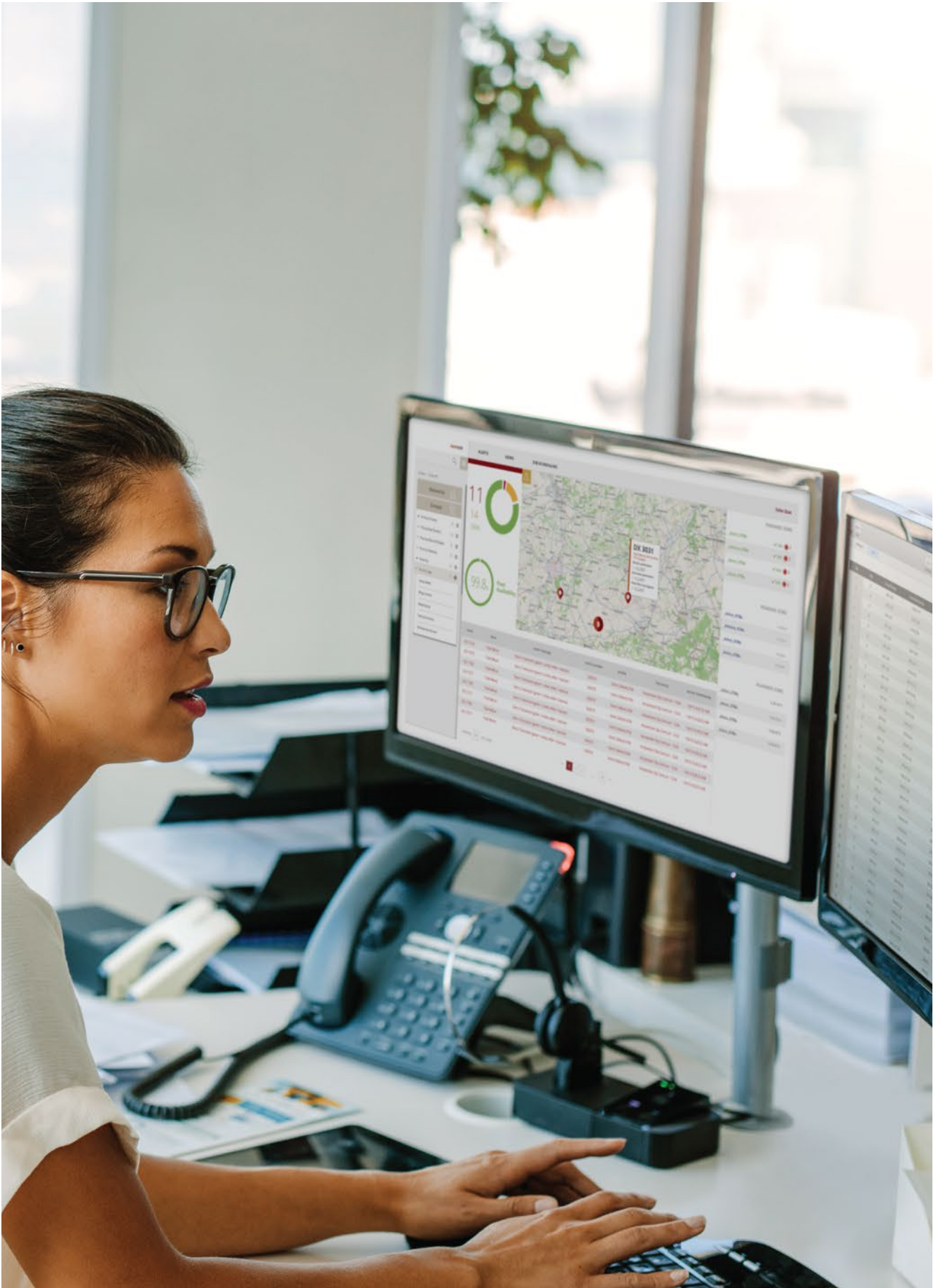
Business Intelligence Manager Module

The Business Intelligence Manager analytic module allows you to display the data collected in the system in the form of visual reports and graphs in the context of the technical availability of devices, availability of cash, incidents, inventory and transactions.

Data can be used to generate reports in the Business Intelligence Manager environment, send as e-mail to responsible persons or uploaded to an external system business analysis on demand or on a given schedule.

Sample report templates:

- Overview of device fleet availability.
- Availability indicators for a day, month, year.
- Availability metrics by device type, manufacturer, and model.
- Availability indicators by types of components.
- Service device statistics.
- Statistics on the number and types of failures.
- Review and categories of recurring crashes.
- Current cash balances.
- Cash refund statistics.
- Average troubleshooting time.
- Software version summary.
- Summary of equipment models and components from various manufacturers.
- Statistics on cards and cash left.
- Information on the volumes and types of transactions.
- Transactional failure summary.
- Summary of transaction types.
- Configuring reports.

Comprehensive monitoring of the operation of self-service devices includes the collection and storage of data, remote management of various tasks (service, software updates), notifications, reports and analytics and allows you to ensure a high level of accessibility for all devices in the terminal fleet.
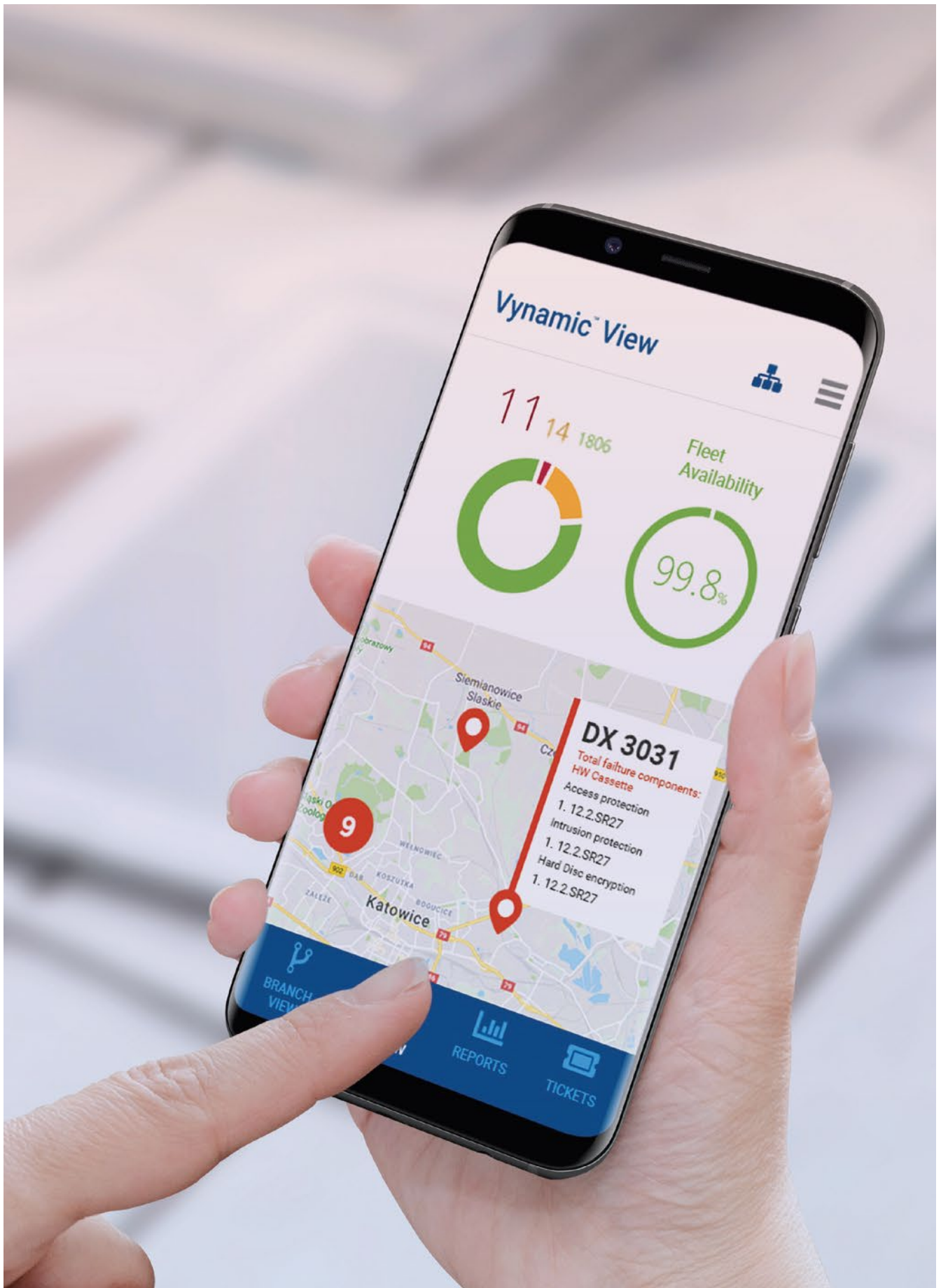
Advantages of the solution

Improving ATM technical availability

Improving the management of accounting components and spare parts

Lower ATM maintenance costs

Automatization of ATM security scenarios

Automatization of software update and version control

Visualization of analytical data on the operation of an ATM fleet

Related products

ATMeye.iQ is an integrated hardware and software solution that provides additional safety and security for self-service devices and their users. The system monitors events in and around self-service devices 24/7, thereby reducing the risk of fraud and vandalism and helping to resolve disputes with customers.

Vynamic™ Security is an end-to-end solution, which consists of 4 tailored and independent modules to build the all-round protection and maintain the safe environment for bank's self-service channels. The solution covers up for thousands ATM around the world.

Service Desk.iQ – system is designed to optimize complex business processes. The solution which provides automation of work-related processes tasks can be applied in the banking, retail and service sectors.

Vynamic Business Intelligence – an analytical module that allows you to generate and display the data collected in the system in the form of reports and graphs in the context of the technical availability of devices, availability of cash, incidents, inventory and transactions. Reports are uploaded to an external system business analysis on demand or on a given schedule.

.iQ Family Products

Cash Management .iQ
.iQ Family Product
Оптимизация потоков наличности

Service Desk .iQ
.iQ Family Product
Управление и оптимизация сервисного обслуживания

SmartSafe .iQ
.iQ Family Product
Управление электронными кассирами

Cash-In Box .iQ
.iQ Family Product
Решение для депозита наличности

TransLink .iQ
Процессинг транзакций и управление сетью POS-терминалов

Mobile .iQ
.iQ Family Product
Платформа для мобильных решений

.iQ Core

USM
Модуль управления пользователями и безопасностью

ADM
Модуль управления ресурсами

DTC
Модуль сбора данных

Dashboard .iQ
.iQ Family Product
Бизнес-аналитика

ATM eye
.iQ Family Product
Безопасность и видеомониторинг оборудования

Remote File Management .iQ
.iQ Family Product
Дистанционное управление файлами

Payments .iQ
.iQ Family Product
Автоматизированная система управления платежами

FCX .iQ
.iQ Family Product
Решение для организации обмена валют

VTM .iQ
.iQ Family Product
Решение для видеобанкинга