

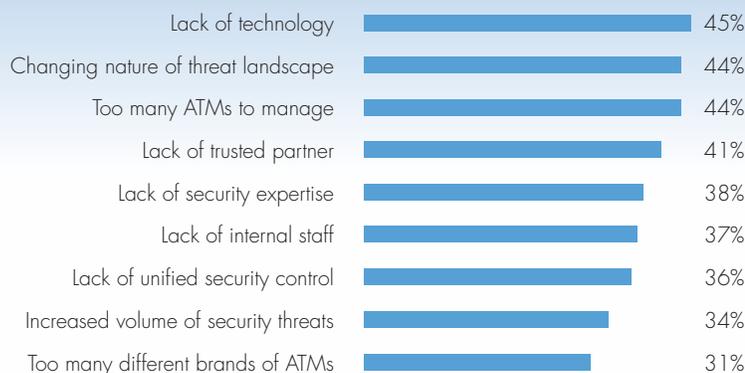
Flexible, Results-oriented ATM Management Solutions.

In recent years, ATMs have risen to the forefront as a critical and convenient self-service channel for consumers, often replacing bank and credit union branches as the primary resource for handling financial transactions of all kinds, from deposits and funds transfer to cash management and more. As a result of this transformation, your financial institution needs to be even more vigilant about making sure your ATM fleet stays secure, reliable, competitive and compliant.

At Elan, we realize it's a challenging time for financial institutions to manage ATM fleets.

- An ATM fleet provides tremendous value for retail banks and credit unions, but without proper management and security, it can become much more of a burden than an advantage.
- As ATM fleet sizes continue to grow and security threats continue to evolve, the task of protecting a fleet can become too challenging for internal security teams to handle alone.
- The need to stay on top of tighter regulations and ongoing payments industry ATM upgrade requirements may require additional resources.
- Revenue-generating activities may not receive as much attention from branch personnel who are responsible for managing and monitoring on premise ATMs.

A 2015 Diebold study* asked ATM security and management decision-makers at worldwide retail banks "To what might you attribute your organization's current ATM security challenges (for all aspects of ATM security)?"



*A November 2015 commissioned study conducted by Forrester Consulting on behalf of Diebold of 220 IT and business decision-makers with responsibility for security and management of ATMs at worldwide retail banks.

With Elan ATM Managed Services, we partner with our customers to address those needs. Our flexible solutions offer advanced functionality that furthers revenue opportunity, prepares you for the next wave of technology, supports your ability to meet compliance deadlines, and helps you attract and retain cardholders. You'll also have the support you need to stay ahead of the curve and maintain a safe and successful ATM program — all from a single trusted source.

With Elan ATM Managed Services, our customers recognize achievable results.

- **Fixed operating costs and improved performance.** Leverage our ATM vendor relationships through the Elan professional and dedicated vendor management team, providing maximum uptime through first and second-line maintenance.
- **On-time compliance.** With Elan Managed Services, you are ensured that you have the hardware and software in place to meet mandates and regulations. Should you own the ATM(s), we will work with you on the timing and level of compliance-related enhancements.
- **Increased revenue.** Advanced functionality can provide increased revenue from additional interchange, surcharge and cross-sales.
- **Exceed expectations for service and functionality.** Build stronger relationships and attract new accounts with ATMs that deliver more services.
- **The opportunity to better focus on your core business.** Staff time and expertise is better spent deepening customer/member relationships.



The customizable features and services of our ATM solutions enable you to readily implement a reliable, profitable program.

Customers can choose the level of solutions and services they require. By evaluating and understanding your specific requirements, we recommend a tailored ATM program that best meets the unique needs of your financial institution and ATM users. You can then decide whether to outsource the entire ownership, management and operation of your ATM program from us, or select the individual services you'd like us to manage for you.

Offerings include:

- First-Line Maintenance
- Second-Line Maintenance
- ATM Replenishment
- Image File Processing and Image File Delivery
- Deposit Collection and Delivery
- Currency Management and Cash Provisioning
- ATM and Networking Monitoring
- Full Service Adjustment Processing and Reg E Research
- Electronic Product Delivery
- Terminal Driving
- Surcharging Options
- Authorization Processing
- Anti-Virus/Malware Protection
- Anti-Skimming Monitoring
- Dynamic Currency Conversion
- ADA Management
- Content Delivery/Retrieval
- Windows Patch Management

Our people have the expertise and experience you need to deliver the latest in ATM solutions and services. Contact your Elan representative today to learn how you can enjoy the many benefits and reliability of our ATM Managed Services program. For more information about ATM Managed Services, call 800.343.7064 or e-mail information@elanfs.com

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