



DIEBOLD
ADVISORSM

ATM Monitoring Services

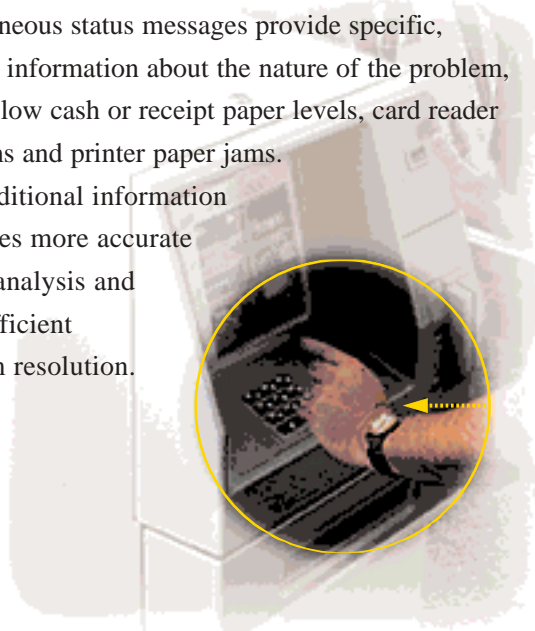
Keep Your Customers Happy by Reducing ATM Downtime

Diebold AdvisorSM is an ATM status monitoring service that can increase the availability of your self-service terminals without additional capital expense. It is so unique that it has been recognized as patentable by the U.S. Patent Office.

This effective solution can also allow you to reduce operating costs and better manage the performance of your ATM network without investing in a large operations infrastructure or monitoring equipment.

Monitoring

In many cases, Diebold Advisor receives the entire range of possible status messages directly from the ATM. Unlike categorized or generalized messages provided by some transaction processors, these instantaneous status messages provide specific, detailed information about the nature of the problem, such as low cash or receipt paper levels, card reader problems and printer paper jams. This additional information facilitates more accurate failure analysis and more efficient problem resolution.



Automated Remote Dispatch

When a status message is received Diebold remotely dispatches a service provider or branch location employee based upon a pre-defined escalation procedure. Notification can be made via DECALSM, pager, fax or voice telephone.

Call Escalation

Diebold Advisor Full-Service Monitoring virtually eliminates lost or ignored status events by monitoring the progress of each event and automatically escalating a call to the next level if the notified party does not respond within a pre-defined period of time. Escalation continues until a notified service provider acknowledges and responds to the call. The system then continues to track the call until it is closed and the ATM is back in service.

Monthly Performance Reports

Historical data and management reports make it easy to track performance and pinpoint problem areas. You can also use the data to analyze cash usage trends in order to optimize replenishment cycles.

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Connectivity Options

Diebold Advisor offers several methods for transmitting status messages including:

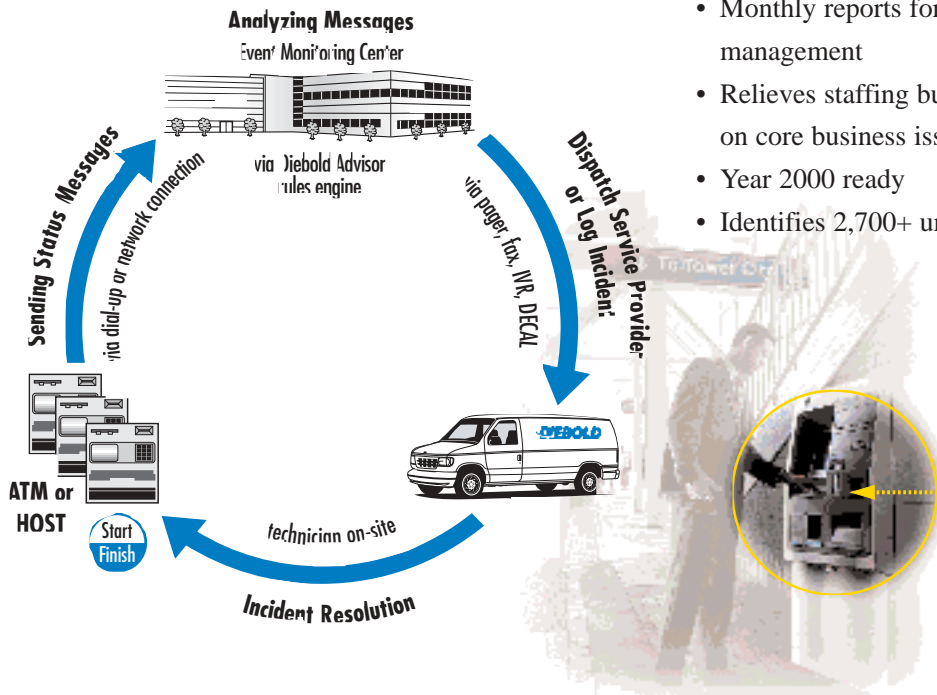
- EMS Remote Notifier™
- Status Reporter™
- Direct Host Connection

These connectivity solutions allow Diebold to receive status messages from:

- Firmware based terminals
- Software based terminals
- CashSource Plus™ terminals
- Non-Diebold ATMs (host connection only)
- PayStation™ terminals
- Merchant Banking Center™
(including rolled coin and cash acceptor)

In many cases, the components required to transmit these status messages are provided at no additional cost. In addition, there are no activation or installation fees.

How Diebold Advisor Works



Service Levels

Limited Service Monitoring

- Monitors all ATM status messages
- All required software included
- Modem included

Full-Service Monitoring

- All features of Limited Service Monitoring
- Call Escalation based on pre-defined procedures
- Call Tracking to ensure closure
- Monthly Performance Reports

Benefits

- More accurate failure analysis and faster repair time
- Faster response and improved availability through remote dispatch with flexible communication methods
- Virtually eliminate lost or ignored calls that can impact availability and revenues with call escalation and tracking (Full Service only)
- 24-hour feedback
- Connectivity options accommodate networks with a variety of terminal types
- Monthly reports for more informed network management
- Relieves staffing burden, allowing you to focus on core business issues
- Year 2000 ready
- Identifies 2,700+ unique, defined status conditions



Call your local Diebold office
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