

# PREMIER SERVICES OPTEVIEW™



REMOTE  
DIAGNOSTICS  
FOR OPTEVA® ATMS

How America's First Credit Union  
benefits from Premier Services  
OpteView

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**“With OpteView™, I can achieve world-class ATM availability by making the most out of a close relationship with a trusted vendor – Diebold.”**

Chad Lynch  
America's First Credit Union  
ATM Services Manager, 23 years  
Riverdale, UT

Chad Lynch and his team start each day with one goal: using leading edge technology to keep AFCU's 4,000 members connected with their finances 24 hours a day. But the time and effort required to monitor over 100 ATMs across Utah and Nevada affects Chad's ability to exceed that goal. So AFCU introduced an internal ATM monitoring system, and watched their service calls decrease by 30-50% in the first year alone. With the introduction of OpteView, it became apparent to AFCU that they could add to their internal remote monitoring system – as well as extend their existing relationship with Diebold. Adding another level of service support to his ATM network freed up more of Chad's time so he could continue to focus on member services.

## Getting AFCU Started

Diebold worked closely with Chad to install OpteView on 27 pilot machines. The process went smoothly, only requiring periodic adjustments to the Policy Manager, a tool that helps ATM services managers control the access Diebold has to their network.

Immediately, OpteView helped AFCU solve a tricky problem that had been affecting a few of their machines. During a transaction, AFCU members began to experience periodic check cashing issues that were difficult to troubleshoot and trace. Shortly after OpteView was installed, the remote support operators captured advanced log and trace information without having to go on-site. The machine data was escalated to engineering and upper level support within Diebold for analysis. Shortly after, it was discovered that software hot fixes were needed to correct the problem, those were remotely deployed to each of the ATMs, and the issues were resolved.

### Easing Security Concerns

AFCU is vigilant about protecting its customers' information, and has rigorous internal security systems. Could OpteView even access AFCU's internal systems? And how carefully could Diebold control AFCU's individual machines? Chad's security administrator discussed their issues with Diebold security and answered all of their concerns. Also, OpteView's Policy Manager helped add another layer of reassurance for AFCU by letting AFCU set the rules when Diebold accesses their network.

### Building Strong Relationships

Through the installation of OpteView, Chad and AFCU developed an even closer relationship with Diebold's technical and engineering experts. And that relationship affords AFCU deeper, more detailed troubleshooting assistance when tackling unique or complex ATM repairs.

AFCU is experiencing the full potential of their Opteva investment and awaits the next phase of Diebold's service strategy – predictive maintenance.

### OpteView Step by Step

Here's how Diebold's new remote diagnostic service tackles issues:

- 1) OpteView initiates a remote session with your machine.
- 2) Remote support operators perform diagnostic tests.
- 3) Then, OpteView can either fix your machine remotely or dispatch an engineer to your location with the exact information and part needed.
- 4) After fixing the problem, Diebold analyzes data to continually monitor OpteView.

### AFCU Takeaway Tips:

- Free up your valuable time when you call on OpteView to remotely monitor your machines.
- OpteView can augment your existing internal ATM monitoring system.
- If Diebold is a vendor you trust for hardware and software, consider expanding that relationship to include this level of service.
- Understand the answer to any security concerns and compare those against the benefits of the enhanced service.

Call on Diebold for the latest in product, service and security solutions.  
Since 1859, Diebold has put the customer first.

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