



# ProTech

LEAN. GREEN. SECURE.

## Innovative e-Surveillance and Integrated Power Efficient Solutions for ATMs





## Why ProTecht

The ATM operating environment in India is fairly complex and has to address multiple issues. These concerns range from power consumption, housekeeping, cash replenishment and settlement cycles to end-to-end observation and management of the ATM functionality. The requirement of large and multiple vendor ecosystems for monitoring and maintenance to ensure high uptime and availability has been the need of the hour. Mphasis Payment Managed Services has partnered with Delta Power Solutions to develop an **all-in-one solution “ProTecht”** that addresses these ATM banking needs.

ProTecht, an innovative e-Surveillance and Power Efficiency Solution leverages next-generation technology to enable a **sustainable ecosystem for Safe and Green ATM Banking**. Based on a single user interface, ProTecht:

- Delivers a **360 degree view of an ATM** and the ATM site
- **Improves operational efficiency** with proven power efficient solutions
- **Reduces overall energy spend** at ATM sites **by 30%**
- Provides active security threat deterrence with **real time video monitoring**
- **Engages the local ecosystem** to prevent/reduce security threat
- Leverages advanced image analytics thereby **reducing the manpower at Central Monitoring Station (CMS)**. The system pro-actively identifies threats and warns the CMS providing a longer lead time to prevent the crime
- Ensures **proactive maintenance of ATM** hardware and software to ensure higher uptime

- Introduces intelligent solutions like **e-checks** for services like **Housekeeping**

## ATM Security

Along with rapid expansion of ATM banking in India, there has been a steep rise in ATM security crimes. Some of these security incidents have caused banks to not only incur huge financial losses and loss of life (in few cases) but have also adversely impacted the brand promise of providing secure banking environment along with superior self-service and high availability to customers.

ProTecht solution for e-surveillance provides efficient, reliable and economic multi-layered security solutions such as active-deterrence, real-time security monitoring, and a sustainable ecosystem where actions can be initiated and taken immediately in case the crime occurs.

Now let's see how exactly ProTecht guard your ATM and ATM site!

- **ProTecht takes over the vigilance of ATM site completely** by installation of a Door Sensor, External and Internal Cameras, Beacon Lamp, Hooter, Message Sounder, Panic Switch, Smoke Detector, Temperature Sensor and an **intelligent ProTecht Controller** that manages them all
- In case of **detection of any programmed or unauthorised event** such as ATM vibration, tampering, entry of restricted number of people, etc. is detected an alarm will go off, a warning message is played at the site and **alert is sent to the Central Monitoring Station (CMS) without delay**

- **Advanced Image capturing** through serial camera sends **video files** to the CMS as well as saves a local copy in case of disruption of communication channel
- **CMS alerts/informs the local authorities/ecosystem for immediate and timely action**
- ProTecht also comes with a **panic switch, which a customer can hit if he feels alarmed** for some reason
- ProTecht has **advanced pre-fed timing controls** that can ask it to report each and every individual stepping in to the ATM site at **Night Time** e.g. between 12 am and 5 am, hours which are prone to such security hazards. During this period, it will click pictures of everyone entering the ATM site and transmit it in real time to the CMS, which makes real time monitoring of these individuals' actions possible

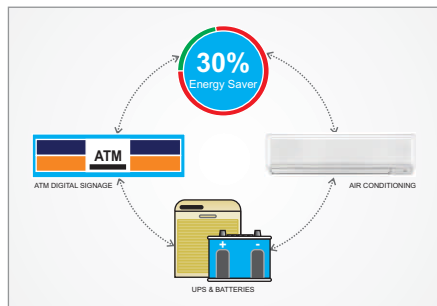
## ATM Control

ProTecht not only provides **water tight safety for your ATM sites**, but goes way beyond to increase uptime and operation efficiency of ATMs. The ATM monitoring system controller works as a data aggregation device and connects with the slave devices available at the site including energy meter, environment sensor, UPS via RS485 ModBus.

It provides immense business and economic benefits such as:

- **30% Reduction in Energy Consumption** through intelligent modules that **automatically switch on and off air conditioners and digital signage at the ATM**. This is a closed loop process based on advanced data analysis that drive corrective action on real-time basis

- **Higher ATM uptime with**
  - **Proactive maintenance of ATM hardware and software**
  - **Instant fault detection in devices and quick resolution** by assigning issues to the person responsible for fixing the issues
- **Reliable and speedy tool back up of elements** such as Hooter, Panic Switch, etc.



### E-checks for services like Housekeeping



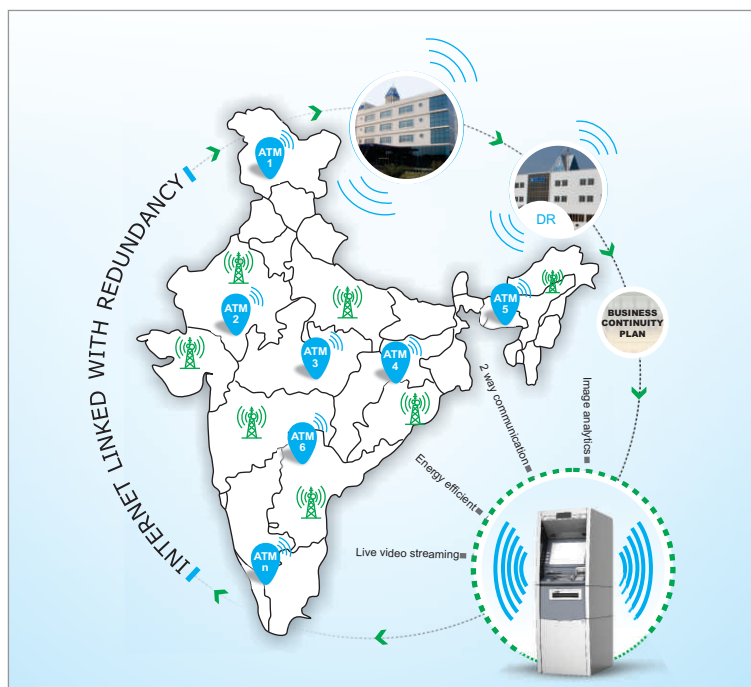
Housekeeping is a critical aspect that has to be monitored and tracked when implementing unguarded ATM sites. Poor housekeeping means compromise to the service quality standards to bank's customers. ProTecht's intelligent e-checks for housekeeping captures and

analyses the images of the ATM site at programmed intervals/ duration and compare it with an ideal 'Clean Site' image and instantly report discrepancies if any. If the site is found untidy even after the cleaning time has just been reported, it will trigger the alarm and assign the task to the field services team.

### ProTecht Advantages

- Delivers a **360 degree view of the ATM** and the ATM site from a highly **customisable single graphic user interface**
- **Secured Monitoring** is achieved via **firewall friendly outgoing communications**
- **Advanced 24\*7 video surveillance and Advanced Image Analytics** from serial cameras
- **Direct two-way communication between CMS and the ATM site**
  - Deters the intruders from carrying out the theft
  - Helps in initiating quick actions to prevent the action
  - Helps in bringing immediate aid in

- case of medical emergencies
- Allows customers to actually speak to the person at CMS and convey his problems
- **Future proof controller**, which is a patented product and comes with advanced bi-directional capability for adding new features and communication protocols
- **State-of-the-art NOC**
  - Advanced web based services to track, manage and control sites remotely
  - Advanced Controller with remote management, including monitoring the power system, power management and site infrastructure
  - Event based data transmission on real time basis
  - Data transmission by GSM/GPRS modem
  - Notifications will be send thru SMS/ email
  - Network Monitoring and Control by Delta
  - Interactive web menu offers the access to current status, reports of alarm



- **Robust IT Infrastructure**
  - **ProTecht does not rely on local public networks**, which are very slow and vulnerable to security risks, for connectivity to the CMS
  - **It comes with a private, high-speed, end-to-end secured network**, as a part of its overall IT infrastructure, which enables real-time transmission of critical pan-India ATMs information to the CMS
  - **Configured as active/active BCP between two world class data centres** in Pune and Gurgaon.
  - **Multi-layered true redundancy for Controller, SIM, Camera and NOC**
- **Data Accuracy and Reliability**
  - Authentication - Security certification for data
  - Advanced Data Filtering
  - Modular - Volume and velocity of the data can be managed or increased

## ABOUT DELTA

Delta Group with revenues of USD 7.8 billion is world's largest provider of Power Management, Renewable Energy, Networking, Industrial Automation, Automotive Electronics and Display Solutions with a mission to provide innovative, clean and energy-efficient solutions for a better tomorrow. Delta is a technology leader with worldwide presence through 55 best-in-class RD centres and 45 manufacturing facilities.

Delta is a first choice as a strategic partner to many leading brands and service providers. Leading Telecom Operators in India and Africa, such as Airtel, Vodafone, Idea Cellular and HTN are amongst many customers benefiting from Delta's remote monitoring services for e-surveillance, asset management and energy optimisation.

Over 20,000 sites are being remotely managed over Delta's bi-directional remote management platform.

To know more visit [www.deltapowersolutions.com](http://www.deltapowersolutions.com)

## ABOUT MPHASIS

Mphasis an HP Company is a USD 1+ billion global service provider, delivering technology based solutions across industries, including Banking & Capital Markets, Insurance, Manufacturing, Media & Entertainment, Telecom, Healthcare, Life Sciences, Travel & Transportation, Hospitality, Retail & Consumer Goods, Energy & Utilities, and Governments around the world.

Mphasis' integrated service offerings in Applications, Infrastructure Services, and Business Process Outsourcing enable customers to meet the demands of an evolving market place. Mphasis fuels this by combining superior human capital with cutting edge solutions in hyper-specialised areas.

Mphasis Payment Managed Services offers end-to-end ATM Deployment and Management Services to 26 public sector banks in India helping them increase their reach while reducing operation costs and increasing up-time. Mphasis has deployed over 8500 ATMs within a short span of time, making it the fastest and largest deployer of ATMs under the Ministry of Finance ATM outsourcing project.

Mphasis Payment Managed Services also won the Financial Inclusion – ICT Innovation award for the Ministry of Finance ATM project in November 2013.

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