



Transforming Transactions
into Relationships

NCR EasyPoint™ Management: To do or not to do?

Four hundred years ago, John Donne wrote, “No man is an island.” We think that quote applies to kiosks.

NCR EasyPoint Management should be an integral part of every kiosk solution. With NCR EasyPoint Management, you ensure the highest levels of systems availability and keep your customers happy. Without it, your kiosk solution is at risk to increased downtime and decreased customer patronage.

NCR offers several options for NCR EasyPoint Management to fit a variety of needs.

- For customers who want to maintain full management control and don't have a systems management tool, NCR provides a “best-in-class” product that allows you to perform your own monitoring and management. This tool equips you with the capability of managing kiosks around your requirements.
- For customers who have a systems management tool, NCR's Network Consulting Service helps you integrate your kiosks into the existing management infrastructure. Why invest more when you have the tools and resources in-house to do the job.
- For customers without a systems management tool and IT personnel skilled in Help Desk and remote support, NCR offers RemoteVision, a service offer that helps to reduce kiosk downtime, improve kiosk availability and maintain customer patronage. Imagine having 80% of problems resolved remotely. Service levels are outlined below.



Service Level	Business		
	Basic	Enhanced	Critical
Remote Fault Monitoring	✓	✓	✓
Remote Performance Monitoring	N/A	✓	✓
Fault Identification	✓	✓	✓
Remote Diagnostics and Problem Isolation	N/A	✓	✓
Customer Notification	✓	✓	✓
Fault Management	N/A	✓	✓
Third Party Incident Management	N/A	✓	✓
Monthly Reporting	✓	✓	✓
Network Management	N/A	N/A	✓

* Other Value Added Services upon request

Feature	Service Level	Advantage	Benefit
Pro-active monitoring of devices to detect fault conditions	<ul style="list-style-type: none"> • Basic • Enhanced • Business Critical 	Ahead of fault correction versus reactive to fault condition	<ul style="list-style-type: none"> Improved availability Improved performance
Automatic notification (and logging) of faults as soon as they occur	<ul style="list-style-type: none"> • Basic • Enhanced • Business Critical 	Automatic Trouble ticket tracking and analysis	Improved management control
Diagnostics	<ul style="list-style-type: none"> • Enhanced • Business Critical 	Faster fix time	Reduced downtime
Customer Notification (Help Desk or Designated Contact)	<ul style="list-style-type: none"> • Basic • Enhanced • Business Critical 	Up to the minute status on kiosk availability	Improved Management Control
Pro-active monitoring of performance thresholds to provide advance warning of critical conditions	<ul style="list-style-type: none"> • Enhanced • Business Critical 	Enables preventative actions to take place before kiosk performance and availability is compromised	<ul style="list-style-type: none"> Improved availability Improved performance
Single point of contact (including third parties) to resolve faults	<ul style="list-style-type: none"> • Enhanced • Business Critical 	<ul style="list-style-type: none"> Less time managing providers Trouble ticket reports provide information on vendor product and third party service provider performance 	<ul style="list-style-type: none"> Reduced downtime Better use of internal staff and resources
Ability to resolve problems remotely	<ul style="list-style-type: none"> • Enhanced • Business Critical 	No need to dispatch on site personnel 80% of the time—faster fix time	Reduced downtime
Problem root cause analysis	<ul style="list-style-type: none"> • Enhanced • Business Critical 	Root cause analysis prevents future faults	<ul style="list-style-type: none"> Improved reliability Improved availability
Management Reports * Trouble Ticket Summary <i>For All Levels</i> * Outage and Availability <i>Enhanced and BC only</i>	<ul style="list-style-type: none"> • Basic • Enhanced • Business Critical (BC) 	Understand device performance and overall system availability	Improved Management Control
Network Management	<ul style="list-style-type: none"> • Business Critical 	Full solution management	Highest system availability



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Kiosk downtime can be costly. Ask us about NCR **EasyPoint** Management today.

Send an e-mail to Retail.Services@NCR.com

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