FUTURE READY ATMs

Powered By: SMOAD NETWORKS

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BANKING IS CHANGING

The banking industry is in its transformation state. It has changed gradually from the traditional brick and mortar banks to digital banks. Internet opened the gates towards digital transformation and innovation and completely revolutionised banking thereby empowering banks to serve their customers in a better way, reducing costs and improving banking experience. The digital banking model brought into reality yet another paradigm shift in the banking industry when digital-only banks emerged and started gaining momentum in the market.

Today, most banks are willing to invest in technology. Banking business models that keep technology at the core will, in turn, help banks in keeping the customer at the centre of their business. Digital disruption has brought about a new dimension to banking by utilising technological advances in areas such as APIs, data intelligence, mobile, internet, AI, block chain, telecommunications, machine learning, big data and IOT. Traditional banks that are not willing to change are bound to face an existential crisis.
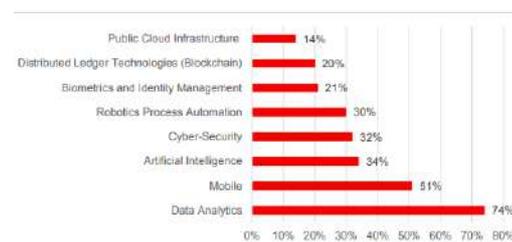
Figure 2: TECHNOLOGIES THAT BANKS ARE PLANNING TO INVEST

Source: PWC

ATM TO REVOLUTIONISE BANKING

Updated Technology

ATM services have increased with new emerging technology, that is easy to use and more secure for customers and ATM deployers. E.g. card-less ATMs allow pre-staged withdrawals via contactless, mobile, wearable, or 'cash by code'. With no card entry slot, the machines look different, but are potentially more secure as skimming is impossible. Finally, ATM vendors seem to be getting a step ahead of notorious thieves.

Updated Business Model

Cash recyclers present a new business model, especially for the retail companies. Cash tils at stores could directly fill ATMs thereby reducing the need for separate cash fills while enabling faster account

credits for retailers. Mobile ATMs and bank-in-a-box concepts could transform the role and service model of bank branches as was seen during the pandemic induced lockdown. They enable banks to extend or maintain a presence in unstaffed or remote areas at a viable cost.

Updated Ways to Engage Customers

ATMs are the ultimate self-service channel, allowing banks to make direct contact with customers. Screens are improving all the time with colour and interactive pinch, swipe and zoom functionality to promote engagement. Video banking and interactive teller ATMs in bank lobbies extend service and opening hours, boost customer satisfaction and sales conversion at lower cost.

BUILD NEW ATM CAPABILITIES

We see an increase in digital branches, customers are becoming impatient, they need faster service without having to wait in long queues outside ATMs.

For banks to realize the benefits of advanced ATM capabilities such as video banking, e-commerce and interactive tellers, there is a need to upgrade the network infrastructure on which they are connected and equip them with high speed, application aware connectivity.

SDWAN technology can be a significant contributor as the need for high bandwidth and security can be met in a cost efficient manner.

Mobile Branches are getting assigned to SDWAN using wireless 4G/LTE as last mile to connect them to the data centre. The need to segregate core banking application and its data from the other traffic such as the security camera feeds or IOT data from the HVAC system installed in the ATM, makes a strong case for deploying SD-WAN based solutions at such locations.

LAST MILE CONNECTIVITY

VSAT has been preferred by the ATM Industry where MPLS and point to point networks have not been available, but now the scenario is changing. VSAT has its own problems with respect to high latency and many other external challenges related to access severely limiting physical site options. Yet, most banks have always found it difficult to replace VSAT with any other last mile technology that is reliable and ubiquitously available.

Hybrid WAN deployments using multiple last miles are a good solution improving reliability, security and latency to replace or complement traditional VSAT with wireless and wired broadband at remote ATM locations as well as for on-site ATM's.

It also comes with additional benefits such as better bandwidth at lower cost as compared to the VSAT setup.

Ultimatum for VSat

The primary advantage of VSAT internet is its availability. It provides a communication link to the outside world in even the most remote locations.

Unfortunately, it has serious limitations. Because of the distances the signals have to travel and all the potential obstacles in between, satellite data transfer provides very slow Internet speeds and bandwidth. Unlike terrestrial communications, minor changes in weather can have a massive impact on both the speed and latency of satellite data.

Satellite Internet providers often charge based on throughput which brings us to one of the most significant problems with satellite Internet, cost. Complex equipment and the metered, data-capped service is a big bottleneck to enhance capabilities for ATM businesses.

SMOAD HYBRID CONNECTIVITY

We partner with Viva Communications' SMOAD (Software Defined Mobile Access Device) to offer remote connectivity for ATMs with dual 4G LTE connections on private APN. The bank's existing MPLS connection can be used with dual LTE in load balancing or failover mode for on-site ATMs. High-performance SMOAD edge devices significantly improve WAN utilization. They enable banks to leverage lower-cost connectivity options, such as cable or DSL and support wireless technologies such as 4G LTE/5G from various operators and satellite communications.

Why SMOAD for ATM Network Infra

Exposed, unattended, and geographically dispersed, automated teller machines (ATMs) are among a financial institution's most vulnerable assets. Thus, they warrant best-of-breed security.

- *Best-Of-Breed ATM Network Security*
- *Auto fail-over configuration of dual 4G/3G/2G links gives 99.5% network availability SLA at site level*
- *Network monitoring from HQ and remote configuration*
- *Performance, bandwidth, security and quality*
- *Existing Internet connectivity or MPLS VPN or VSAT can be a part of this infrastructure with added redundancy*
- *Private APN Enhance ATM Security*
- *Compliance with PCI DSS and Local Regulations*

ABOUT AXON NETWORKS

At Axon Networks, our purpose is to aid business and government organisations to succeed in using technology to power their growth and profitability.

Digital initiatives require robust connectivity for remote workforce whether in branch offices or at homes. Adoption of automated workflows in sales, customer service and other functions tailored to specific business needs is essential. We take care of these basics while building more complex solutions such as SD WAN, IoT analytics and AI powered tools.

We understand enterprises' business needs and help find good fit technical solutions delivering desired outcomes through our partner network.

Incorporated as a limited liability partnership, Axon Networks is co-founded by 2 senior business leaders from the automation and telecommunication industries with over 5 decades of experience between them leading large businesses at reputed organisations such as Vodafone, Ericsson and Airtel among others.

Currently, we offer the following services to enterprise customers:

- *Managed Connectivity on SD WAN technology*
- *IP Telephony*
- *Unified Communication*
- *Contact Centre Solutions*
- *Work From Home Infrastructure Solutions*
- *Business Applications Suite*
- *Industry 4.0 products and services*

We will be happy to present our robust solution for your End-to-end Managed ATM Connectivity with up to 99.5% Uptime SLAs.

Please write to us at contact@axonnetworks.in or Call +91 8976731825