


Sentinel™

Automated Monitoring & Alert Notification System



Sentinel™ is an automated monitoring and alert notification system that continually watches components within a EZswitch® 2010 or SWITCHWARE® network - this may include your ATMs, host authorization interface, network interface(s), communication links plus the EZswitch® 2010 or SWITCHWARE® application and server platform. Sentinel™ protects your transaction revenue stream by keeping your ATM/EFT delivery channel up and running. It also enhances the quality of your customer service by providing immediate resolution of disruptions that could adversely affect your ATM/EFT delivery channel's availability if left unresolved.

Functions & Benefits

- An unattended alert notification system that continually monitors the integral components that together affect the availability of your ATM/EFT delivery channel
- Provides continuous system monitoring with notification methods including cell phone, pager or email
- Includes a GUI-based user interface to perform system administration, insert contact definitions and establish alert rules (Figure 1)
- Contains a comprehensive database of personnel with their contact information and notification characteristics
- Alerts are delivered based on the nature of the alert including ATM status, communications disruption or system problem
- Protects transaction revenue stream by keeping the ATM network up and running with quick resolution to any operational disruption – avoids downtime penalties
- Enhances customer service by delivering warning messages that allow you to quickly manage conditions that could adversely impact your ATM/EFT delivery channel

About CSFi

CSF International is a global leader in providing software for payment authorization, transaction switching, ATM driving, and debit card management. The company's software solutions offer services to hundreds of companies in over twenty countries, processing millions of transactions each year, and supporting thousands of ATM and POS terminals worldwide. Clients range from community banks and credit unions to national banks, multi-bank holding companies and processing centers worldwide.



Sentinel™

Sentinel™ interacts with EZswitch®2010 and SWITCHWARE® status tables to detect conditions that will generate alert messages (Figure 2). Changes in operational conditions including low ATM notes, low receipt/journal paper or disruptions with authorization connections are just a few of the statuses monitored that can trigger an alert message. These alert messages are grouped by type and delivered through interaction with your financial institution's email server. The alerts can be routed to pre-designated staff members or to third parties responsible for your cash replenishment, ATM hardware servicing or communications and networking. Messages are distributed based on the time of the incident creation and availability of the predefined contacts and their on call schedules. If the original alert message is not responded to within a predetermined period of time, the system will escalate the problem and send another alert message to an alternate contact.

A screenshot of the 'Add Contact' dialog box in the Sentinel software. The 'General' tab is active. Fields include: Name (Bank Employee), ID Number (123), e-mail (highlighted in yellow), Primary Phone, 2nd e-mail, Secondary Phone, Short msg e-mail (bankemp@bank.com), and a checked box for 'Want Raw ATM status'. There are also checkboxes for 'Contact for Unassigned Status' and 'Contact for Unassigned Device'. Below these is an 'Initial Notification Schedule' section with a dropdown menu and a grid of checkboxes for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and start/stop times for each day. The start times are 00:00 for all days, and stop times are 17:00 for Mon-Fri and 00:00 for Sat. 'OK' and 'Cancel' buttons are at the bottom right.

Figure 1 - Sentinel™ Notification Setup Screen

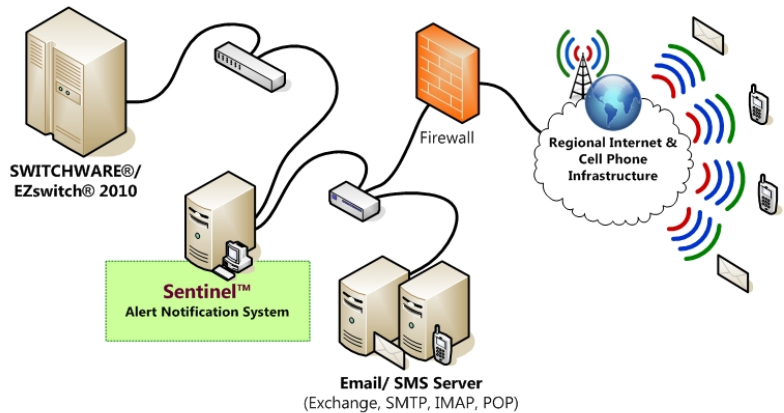


Figure 2 - Sentinel™ Connectivity and Alert Notification