



# u/SNITCH™

## OVERVIEW

**Get ATM status email alerts sent directly to your cell phone, pager or e-mail address!**

u/SNITCH™ is a complete monitoring tool that continually *watches* all components within the u/SWITCHWARE® enterprise. This includes not only ATMs, but network interchange connections, host authorizer systems and the server itself!

u/SNITCH™ increases revenue by informing you exactly when an ATM is out of service so the situation can be addressed right away, instead of learning about the problem later after you have lost valuable transactions.

u/SNITCH™ incorporates a comprehensive database containing contact personnel information as well as individual on-call calendars.

## INTERFACES

The u/SNITCH™ system operates on CSFi's u/SNAC™ PC and interacts with the bank's e-mail server. Connection to the u/SWITCHWARE® server is accomplished with a standard Ethernet network interchange card.

A user-friendly graphical interface allows administrative functions to be easily accomplished and diagnostics tools are included to aid in problem resolution.

## OPERATION

u/SNITCH™ continually requests status and alert information from the u/SWITCHWARE® server and notifies the responsible contact person of the problem or warning. Alerts can also be escalated if not responded to within a definable period. ATM statuses are grouped by type and can be assigned to different parties. For example, consumable alerts may be directed to bank staff while hardware malfunctions would be directed to the ATM vendor.

As u/SNITCH™ utilizes the server's database, no additional software needs to be licensed other than an additional user license for the extra connection.

## OPERATING ENVIRONMENT

The u/SNITCH™ application requires the Windows 2000 or XP operating system. Refer to CSFi's u/SNAC™ documentation for minimum hardware requirements.

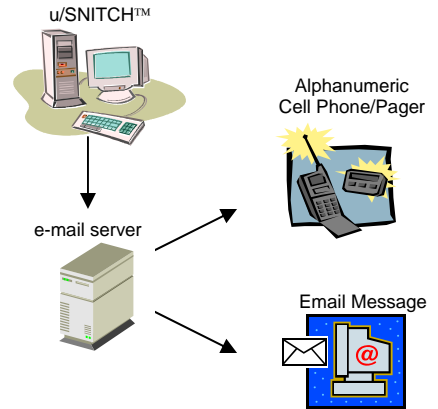


Figure 2

u/SNITCH™ supports multiple notification methods.

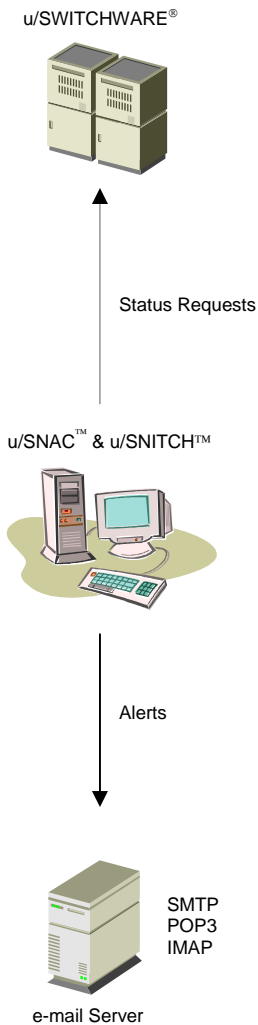


Figure 1

u/SNITCH™ interacts with u/SWITCHWARE® and sends alert messages to the bank's e-mail server.

CSF International (CSFi) is a global provider of technically advanced ATM/POS terminal driving and transaction switching software. Clients are located in over twenty countries and include community banks, network providers, national banks and holding companies.

For more information, please contact:

**CSF International, Inc.**  
 1629 Barber Road  
 Sarasota, Florida 34240-9392  
 USA  
 Tel. +01.941.379.0881  
 Fax. +01.941.371.5223  
 www.csfi.com  
 info@csfi.com

SWITCHWARE and VOLTDS are registered trademarks of CSF International. HSM Server, u/SNAC and u/SNITCH are trademarks of CSF International. Windows is a registered trademark of Microsoft Corporation. All other trademarks are owned by their respective companies.

© 2007 CSF International, Inc. All rights reserved. Version 1.3