



A droid ATM manager

Leading the way of innovative management for ATMs and self-service devices.

Roy is an innovative virtual droid that redefines the frontier of health management, monitoring and cash management for ATMs and self-service devices.

ATM networks no longer require Help desk operators to perform efficiently! Roy is a virtual droid manager able to use a complex automated workflow, that proposes a full operational access on multiple networks and a bridging experience in monitoring towards banking innovation.

Features:

- + Operator-free Help desk solution
- + Suitable for non technical personnel
- + Business Rules
- + Multi-source feeding system
- + Multiprotocol
- + Complete infrastructure integration
- + Real-time responsive dashboard
- + Multilingual
- + Geolocalised devices
- + Integrated with Newton and Stash

Roy. Uptime operation meet innovation experience

Better automated operations are key to improve the banking experience.

The evolution of assisted self-service ATMs is at the nub of this development, translating directly into a demand of evolved network monitoring.

Growing from our Newton and Stash software experience, **Roy** ensures uptime operations and it enables the groundbreaking possibility of an **operator-free** Help desk driven by human supervision.

Just one supervisor for any size ATM network!

Roy is capable of resolving errors or warnings, and only when it is not possible to remotely restore a device's functionality, it opens a ticket to a third party support for on site activity.

As innovation is driving growth in building out customer experiences that matter, companies are called to apply technology to build and deliver consistent and consumer-responsive outcomes. **Roy** is able to dialogue with customer monitoring platforms, whenever needed.

Roy helps ATM network owners to obtain a more cost-effective management and an incisive end-user experience. While the process effectiveness of the network remains undiminished, the operational costs experience a consistent reduction.

Multivendor, multiprotocol, and multilingual, it runs on a multiple fed database and it allows the geolocalisation of the devices. **Roy** maximises the analysis of the performances thanks to a comprehensive and interactive data visualisation dashboard.

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