

ATM Outsourcing Program

First Data provides financial institutions with financial management solutions that give customers access to funds virtually anywhere — plus innovative, data-driven solutions that help reduce costs and drive revenue by delivering higher levels of customer service, personalization and security.

Maintaining a large ATM network can be costly and time consuming

First Data is a trusted leader in ATM terminal driving, monitoring and reporting. We have a global footprint covering more than 20 markets, making First Data a leader in ATM solutions. With three decades of ATM management experience, First Data offers the efficient, innovative solutions to take your ATM service to the next level.

Fully Managed

First Data has the flexible solutions you seek

No matter what your ATM needs, First Data has the completely managed solutions you seek:

- ATM Outsourcing: Provides you with the latest in ATM hardware and software from the leading manufacturers
- ATM Performance Management: Offers monitoring services based on your specific service needs, ensuring optimal ATM availability; in addition, we will provide data analysis products so that you have access to real-time transactional information
- Customer Relationship Management Services: Allows your institution to use the ATM as another channel to increase your brand visibility and cross-sell additional services to your customers
- Deposit Automation: Allows customers to deposit cash



and checks directly into the ATM without the need for envelopes; uses the latest technology for image processing.

- ATM Servicing
 - First Line Servicing: Corrects minor maintenance issues such as depleted receipt/stock and jammed cash dispensers, by phone or with a site visit by a technician
 - Second Line Servicing: Resolves hardware and/or software malfunctions through a site visit by a technician
- Cash Replenishment Services: Replenishes cash periodically and provides daily ATM balancing
- Cash Management: Forecasts cash needs for each ATM in your fleet to maximize your investment

ATM Outsourcing Program

Efficient

Reduce Costs Through Controlled, Predictable Expenses

First Data can help you ensure that all of your resources and personnel maintain a clear focus on your organization's day-to-day functions.

- Replace large up front capital outlay for ATM hardware purchases with flat monthly fee
- ATM assets removed from your books, resulting in an immediate impact to your bottom line
- Dedicated support allows you to focus your attention and resources on daily operations of your financial institution



With financial institution personnel spending 30 to 50 percent of their time on back-office activities, free time can now be spent on cross-selling services to account holders.

Compliance Obligations

- Deploying the latest technology, First Data can help you meet your compliance and regulatory obligations, including:
 - Compliance regulations requiring hardware and/or software upgrades
 - Department of Justice rules requiring ATMs to be accessible to the visually impaired
 - Triple DES deployment to prevent fraud

Innovative

Access the Latest Technology Cost-Effectively

Our state-of-the-art ATM testing facilities allow us to maintain a lab with over 60 ATMs from 20 ATM manufacturers for product development and testing. This ensures the maximum uptime for your cardholders and the most valuable add-on services to enhance the customer experience.

- Financial institutions of all sizes can take advantage of the latest technology and functionality
- Enhance the customer experience with message and branding consistency from one terminal to the next
- Differentiate your financial institution with the ability to personalize messages and conduct one-to-one marketing to cross-sell services

According to Celent, financial institutions can save 15 to 25 percent on ATM management services by outsourcing.¹

ATM outsourcing makes financial sense. As a global leader, First Data provides efficiency and innovation in our ATM processing solutions. Put our experience, breadth and intelligence to work for you.

Payment Solutions for Maximum Performance

Around the world every day, First Data makes payment transactions secure, fast and easy for merchants, financial institutions and their customers. We leverage our unparalleled product portfolio and expertise to deliver processing solutions that drive customer revenue and profitability. Whether the payment is by debit or credit, gift card, check or mobile phone, online or at the point of sale, First Data goes beyond the transaction to help you maximize value for your business.

For more information, contact your First Data Sales Representative, call 888.778.0202 or visit firstdata.com.

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