

# NCR ATM as a Service

The journey to ATM as a Service

# Introduction

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Whether you're working for a large multi-national or small community financial institution (FI), chances are you're managing a complex network of technology solutions as well as multiple vendors to keep your branches and ATMs ready to transact.

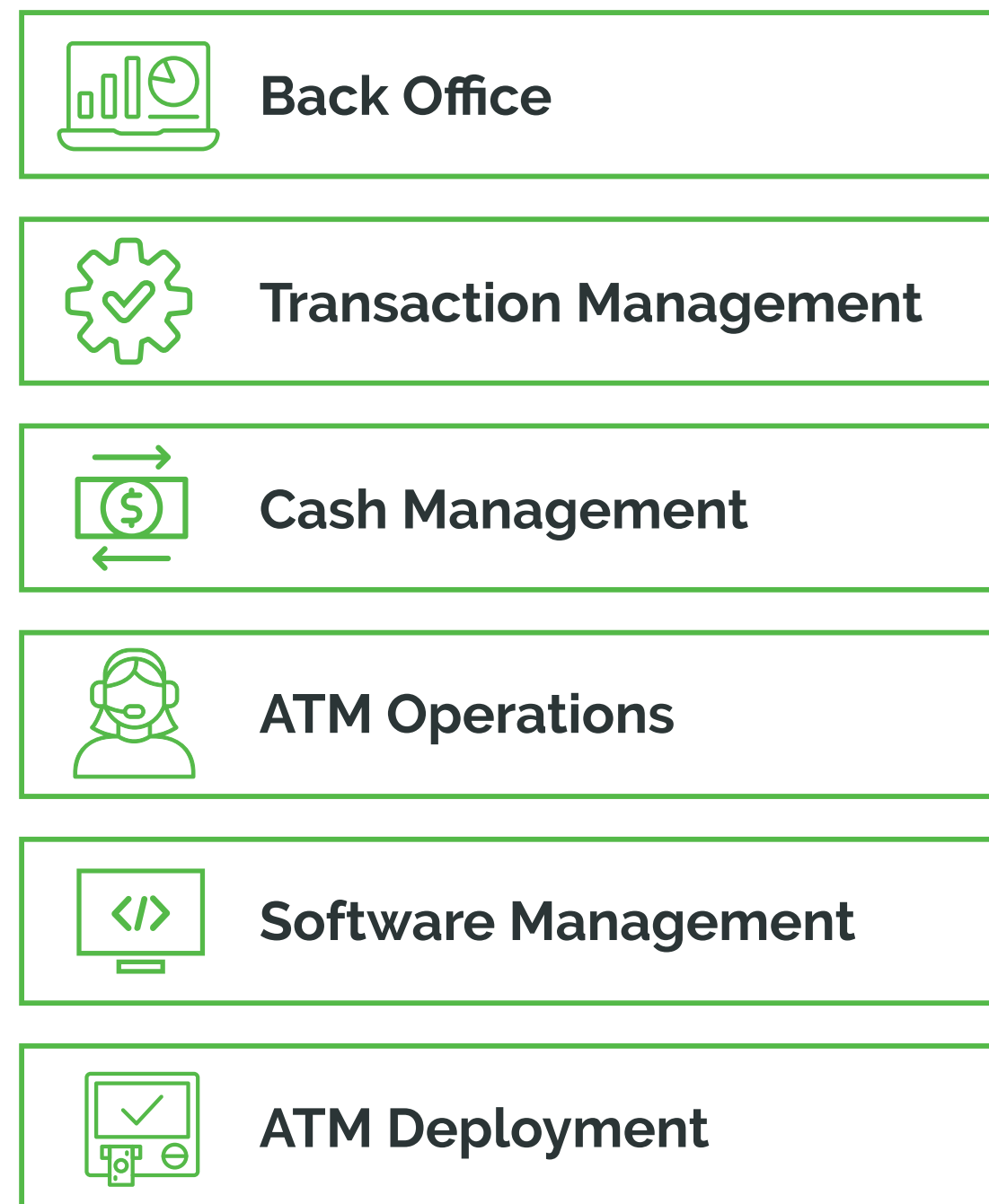
You're also seeing the role of the branch shift, with a greater focus on self-service and automation, changing the shape and flow of the traditional branch. For example, tellers have become consultants focused on selling value-added service rather than simple transactions. Meanwhile, consumer expectations are shifting, with demands for more digital, personalized and modern experiences.

With a technology infrastructure that's becoming more complex, customers are facing similar challenges in managing their ATM channels. Outsourcing through an As a Service model is helping alleviate these challenges, as well as delivering added benefits.



# What does it take to run the ATM channel?

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## ATM as a Service

- + Single agreement
- + Software and hardware
- + Bundled monthly fee
- + Multi-year contract
- + Defined options

# The journey

**Select a journey**



**Safiya Waters**  
Chief Executive Officer,  
Waterfall Credit Union

*Innovating with constrained budgets*



**Faraz Ore**  
Chief Operating Officer,  
Kayak Bank

*Servicing a large ATM fleet  
across remote locations*

*\*These are fictional customer personas and businesses*



**Safiya Waters**

CEO, Waterfall Credit Union

# Setting the Scene

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Meet Safiya. Safiya is founder and CEO of Waterfall Credit Union (CU) in Georgia and South Carolina, United States.

Waterfall CU serves mid-to-low income families across both states, priding themselves on inclusion of all backgrounds, ethnicities, religions and beliefs. Waterfall has 15 branch locations, with an ATM fleet of 65.

With a strategy to transform 10 of its 15 branches to cashless locations, Waterfall aims to provide enhanced access to advisory services through a team of financial and insurance experts. The added expected benefit is an increase in its member base.

To execute cashless branch locations, Safiya needs to implement a rollout of Interactive Teller Machines (ITM) to automate routine transactions away from a traditional teller line.

## Strategic Priorities

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- Transform 10 of 15 locations to cashless branch
- Expand services beyond routine teller transactions
- Rollout latest hardware and software tech



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# The Challenge

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One of Waterfall Credit Union's biggest challenges is ATM compliance and security. With an aging ATM fleet, legacy functionality and software, keeping up-to-date with the latest Federal Reserve mandates and guidance is challenging.

What's more, Waterfall's branches are extremely busy with up to 100 transactions per day. Waterfall wants to migrate teller transactions to self-service technology with Interactive Teller capability – but with an older ATM estate, technology and budget constraints have hindered this shift.

With Safiya's focus on transforming 10 locations into a new cashless format - involving retraining staff and considering branch layouts – Safiya is finding it challenging to keep up with the burden of the administrative tasks associated with managing multiple vendors. Waterfall has signed contracts with suppliers on different dates, meaning its agreements are up for renewal in an uncoordinated fashion and this has become a bottleneck when trying to innovate.

## The Challenge

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- Budget constraints
- Legacy ATM technology
- Staying compliant
- Managing multiple vendors

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# The Solution

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Safiya scheduled a meeting with NCR to discuss the credit union's priorities and challenges and learn about potential solutions.

NCR recommended that Safiya look at ATM as a Service, an outsourcing model which helps alleviate the expense of upgrading the ATM fleet.

Opting for an As a Service model shifts the focus on spend to a focus on the business, meaning Waterfall can invest capital in more innovative projects. This means Waterfall can modernize its estate and accelerate migration of more transactions to the ATM—all with a renewed agility that will allow for quicker implementation of new innovations in the future.

Importantly, outsourcing to an expert means Safiya has peace of mind when it comes to security and compliance, as risk is managed through strictly applied governance, enabling Waterfall to focus its efforts on enhancing the member experience.



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# The Outcome

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10 branches transformed into cashless locations



Newly empowered branch staff retrained as financial advisors



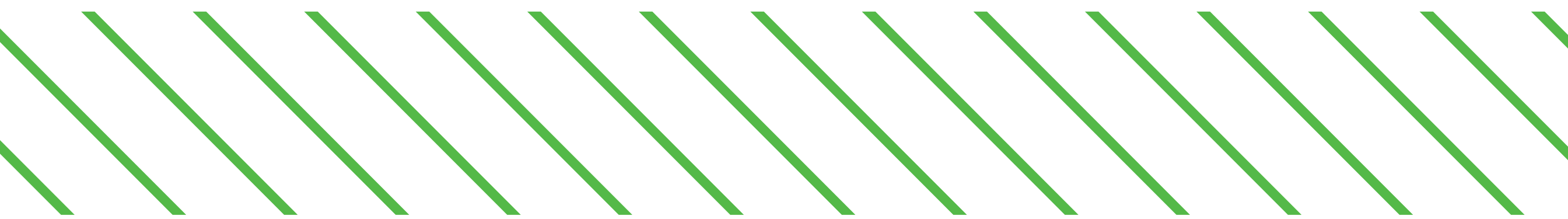
Migrated 100% of teller transactions to the ATM channel in cashless locations using Interactive Teller Machine (ITM)



Improved reputation with staff providing more advisory and consultancy services and establishing better relationships with customers



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# **Faraz Ore**

COO, Kayak Bank

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# Setting the Scene

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Meet Faraz. Faraz is the Chief Operating Officer of Kayak Bank, a retail bank in the United Kingdom (UK).

Kayak Bank is one of the largest financial institutions in the UK, serving customers from a range of demographics. From onboarding children's accounts, to managing pension funds and providing financial investment advice, Kayak has a diverse range of customers.

Kayak currently has an ATM fleet of 5,000 deployed in on- and off-premise locations, serving even the most rural locations with access to cash and financial inclusion. The majority of Kayak's fleet is due for replacement.

Kayak has a short- to mid-term priority to become the leading provider for Generation Z consumers by transforming its digital presence. Kayak would also like to focus on financial inclusion for rural communities by increasing ATM availability.

Kayak has recently invested £7 million (\$8.2 million) into its own in-house transaction processing system and have a long-standing relationship with its cash-in-transit (CIT) provider.

## Strategic Priorities

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- Grow customer base and attract more Generation Z members
- Transform online and digital presence
- Financial inclusion for rural communities

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# The Challenge

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Kayak ultimately struggles with customer retention due to lack of digital presence and personalized customer relations.

Faraz has a team dedicated to channel management and innovation, however, they often are unable to focus on innovating the customer experience, due to managing multiple vendors.

Faraz has also been unable to meet financial inclusion targets due to ATM servicing issues in remote areas.

Kayak Bank has a fixed budget and recently invested in its own processing infrastructure to the detriment of reinvestment into their ATM network.

## The Challenge

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- Staff and resources tied to administrative burdens
- Servicing in remote areas
- Budget constraints

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# The Solution

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As Kayak Bank needs to replace its aging ATM technology, Faraz set up a meeting with NCR, to discuss the bank's requirements, as well as its wider business challenges and complexities.

With this knowledge, NCR proposed Faraz consider ATM as a Service - an all encompassing agreement with NCR, covering software, the latest digital-first hardware, transactions, field support, ATM operations, business processes and terminal driving and transaction processing.

The ability to hand the keys over to a trusted partner means that Faraz can deploy the latest self-service technology, while empowering staff to drive innovation and focus on customer priorities. By not being burdened with operations like forecasting and reporting ATM faults, Kayak can run the ATM channel efficiently, with increased uptime and availability even in the most remote communities.



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# The Solution

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NCR also showed how the latest cash recycling technology can benefit Kayak with a decreased total cost of ownership through longer replenishment cycles. This would be a very compelling solution for off-premise deployments.

Although Kayak has its own transaction processing system and a CIT provider already assigned, Kayak can add on other components to its agreement with NCR: the latest hardware, software, field support and ATM business process expertise. Kayak can add on other components that they wish to add to their agreement with NCR, while maintaining partnerships with other providers or use their own processes.

The biggest benefit of all is gaining the agility and continuous innovation to quickly meet ever-changing consumer demands—and freeing up more time, personnel and budget for other high-priority tasks.



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# The Outcome

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ATM availability increased by 15% in even the most rural locations



Staff dedicated to innovating digital presence and growing customer base in younger demographic



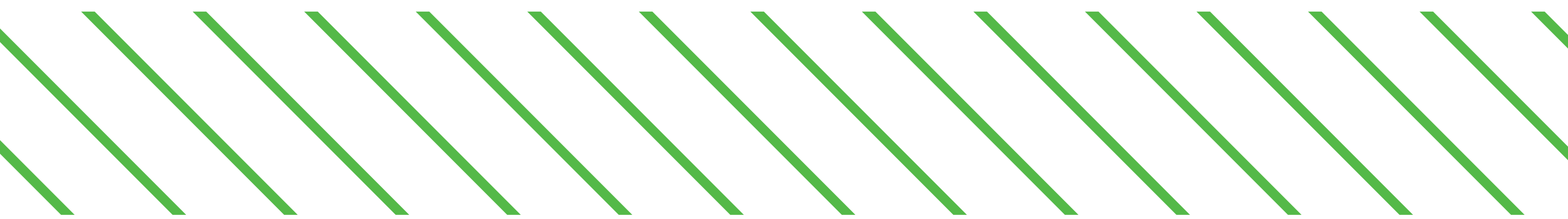
Alleviated pressure of vendor management with single contract, single monthly bill and single point of contact and accountability



Security, compliance and ATM monitoring now maintained and regulated by a single trusted partner



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# Why NCR

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# You run your business. Let NCR run your ATMs.

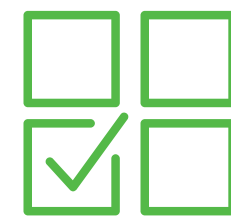
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Management  
Reporting



Security



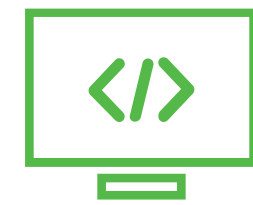
Compliance



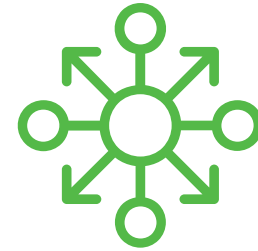
Customer  
Disputes



Hardware



Software



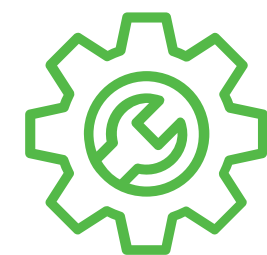
Deployment



Cash  
Management



Service desk



Maintenance



Performance  
Management



Transaction  
Management

## ATM as a Service

- + Single agreement
- + Bundled monthly fee
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**ATM as a Service removes the day-to-day burden of managing the ATM channel, enabling financial institutions to focus on business growth, innovation and enhancing the member experience.**

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**[NCR.com/atmaas](https://NCR.com/atmaas)**