



“The benefits of the robot doing the routine monitoring of ATMs delivers better service for customers”

said Andrew Martin,
Chief Executive Officer

Maximum availability

Retail-FCL (RFCL) provide services to manage ATM networks for banks and retail businesses. Remote monitoring of the ATMs is an essential element in the operation and for most situations that is a 24 x 7 requirement.

Retail-FCL bring 2 decades of experience to the running of ATM estates and operate across the UK, EU and USA.

Managing 1,000's of ATMs for RFCL customers requires a lot of detailed monitoring to examine information about the status of the machines, when they are next due for a refill, maintenance, etc.

Ether Solutions implemented UiPath to deploy software robots to automate the monitoring activity. Now the routine checking of status information for every ATM under management is checked regularly by a robot. When the data indicates that action is required, the robot uses RFCL data to determine if it is a simple ATM reset that the robot can do or if it needs to create a ticket for the appropriate organisation to send an engineer to the machine.

The UiPath software robots examine spreadsheets created by Retail-FCL to determine the logic that is applied when detecting errors in the ATM status information. The range of countries and ATM networks means that the same error can require different actions depending on the individual ATM.

Once the solution was working, the Customer Services team have been able to focus on resolving issues and liaising with customers, engineers, etc., rather than performing the admin of monitoring.

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