

Do you want to improve and match to best practices?

Process Evaluation and Best Practices – IT & ATM Network

We are providing a consultancy in this area specially to areas surrounding IT/Financial Business-technology areas. We can identify and pinpoint the process areas that are problematic and suggest changes that will rectify the problems and optimize costs. In our study we involve analysis of current practices, comparison to best practices, cost analysis of processes and comparison to optimized processes costs.

This service has to do with evaluation of IT or ATM network systems in relation to performance.

We record your systems metrics and human processes in ATM and IT Monitoring, Network Security, and Transaction Management.



The recording of your systems such as performance levels, ATM availability, Cost of ownership, cost per transaction and many other metrics are compared versus regional and global peers providing you a benchmarking report that will give insights on which systems or processes need changes or upgrades.

This service can be combined with the other Process Evaluation / Best Practices services (Cash operations and Communications) that we offer to provide a more complete view.

AVAILABILITY Q&A Version 1.1

QUESTIONS	Values	Complete the Yellow Boxes
Bank	Laiki	Suggested 89.67%
Current Monitoring (1-Gasper/Vision, 2-Proview, 3-Ems, 4-Sw)	4	OK
Customer Perceived Availability	80.00%	
Network Reliability (Message Delivery)	98.50%	
Network Availability	98.50%	
Electricity Availability	99.00%	
Level 1 Response to resolution mins	120	Perceived Avail. Lost -20.00%
Incidents per ATM per Month (Normally)	60	
Level 2 Response to Resolution mins	240	
Incidents per ATM per Month	0.3	Est. Min. Av. Lost
#NCR ATMs	155	Av. Lost -19.33%
#Wincor ATMs	0	
#Diebold ATMs	0	100,404.00
#Other ATMs	0	80.90%
Messaging % XFS	0.00%	
Messaging % NDC	100.00%	
Messaging Effect on Availability Overall	15.00%	
Functionality Effect on Availability Overall	15.00%	
ATM Usage Time (typically this is about 6-10 hours a day)	24	
Total Number of "Cash" transactions per ATM per day	80	
%age of transactions that are ON-US	83.00%	
%age of transactions that are NOT ON-US	0.00%	
%age of transactions that are VISA/MasterCard	17.00%	
How much does the bank loose per transaction if their customers use another bank's ATM?	0.10	
How much does the bank gain as revenue when a NOT ON-US customer uses their ATM?	0.10	
What is the revenue from a Visa/MasterCard Transaction?	1.00	
Local Currency to US\$ Exchange Rate	3.75	
% Time Needed HelpDesk for L1 issues	25.00%	
% Time Needed HelpDesk for L2 issues	12.00%	
% Time Needed External T&M Issues (Out of Scope Billing)	5.00%	
% Time Needed HelpDesk for Comms Issues	10.00%	
% Time Needed HelpDesk for Electricity Issues	10.00%	
T&M Cost \$/hour	\$25.00	
Branch Employee Cost/hr	\$2.00	
HelpDesk Employee Cost \$/hr	\$2.00	
Comms T&M Cost \$/hour	\$3.00	
Electricity T&M Cost \$/hour	\$3.00	

ANSWERS

	GASPER/VISION	WINCOR	DIEBOLD	Switch
%Availability Incr. committed by Vendor	85.45%	20.00%	84.33%	84.11%
Committed Availability	100.00%		7.17% difference	84.06%
Additional Available ATMs Range Committed	31		87.17% max	
Additional Transactions per Year	905,200			
Savings in US\$	\$229,016			

Performance estimations

	From	To	Average
Availability Range Committed	83.74%	87.17%	85.45%
Additional Available ATMs Range Committed	6	11	8
Additional Transactions per Year	50,758	97,333	74,046
Savings in US\$	\$42,806	\$82,085	\$62,445

The Service Deliverables:

- Examination of current Processes
- Questionnaires and interviews with personnel to establish parameters of
 - ATM/IT Network Utilization Performance, Bandwidth Performance, Availability/Downtime Analysis
 - ATM/IT Network + Transactions Cost Performance
- Benchmarking Report – Compare yourselves with others
- Delivery of a suggestion of changes document

CORE PROCESS

P.O.Box 28184
 2091 STROVOLOS
 NICOSIA
 CYPRUS

Tel. +357 22 106 847
 info@thecoreprocess.com
 www.thecoreprocess.com