Vynamic™ View

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# More Than Just Uptime.
# Maximize Availability.

Vynamic™ View

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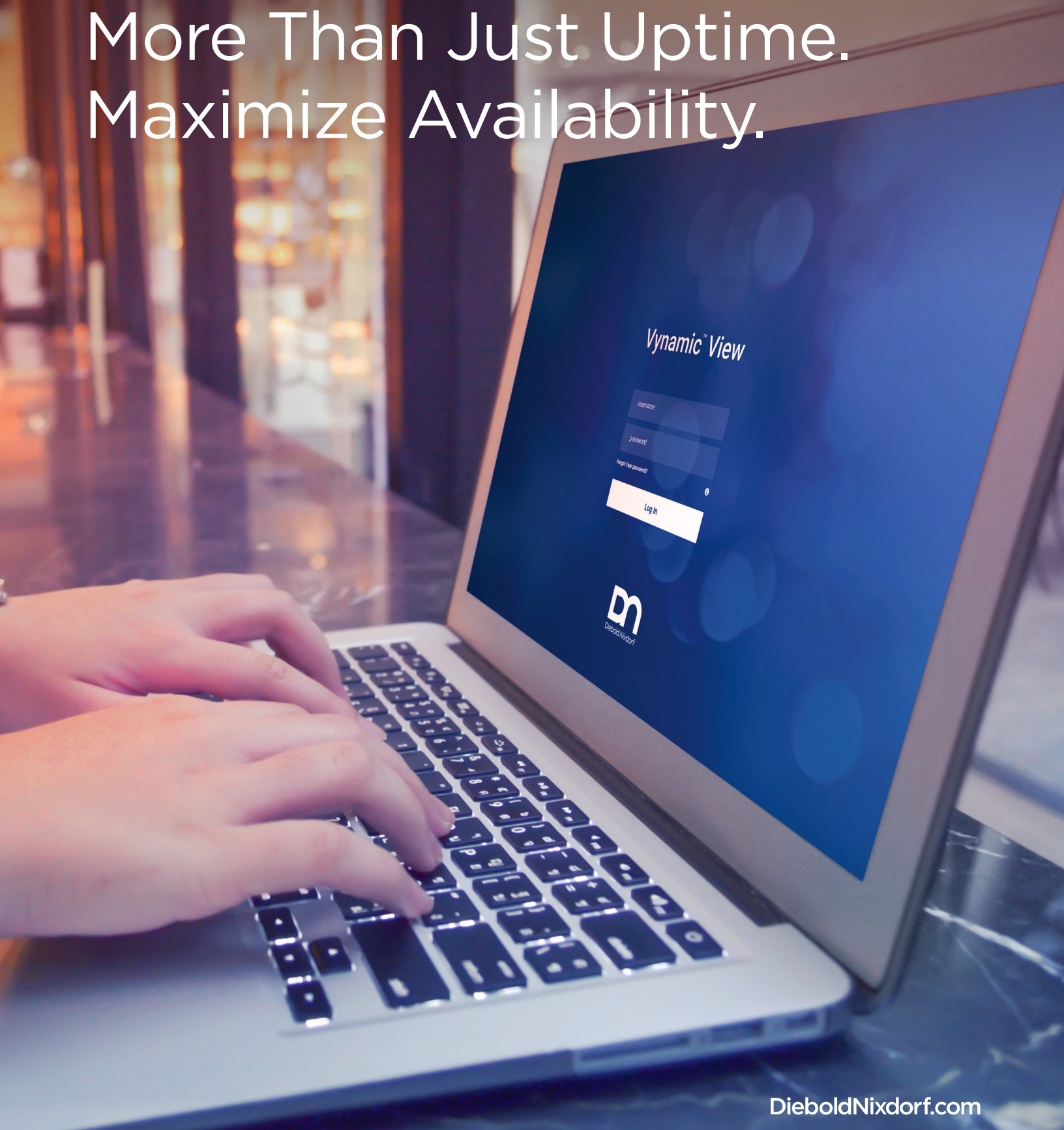
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What would FIs change if they could only improve one thing?

## #1 Answer: Availability

2019 ATM and Self-Service Software Trends

# Optimize your device network with tools that improve efficiency and provide anytime, anywhere, secure access.

Operating a network of self-service and assisted devices requires direct knowledge of the hardware and software deployed, overseeing administration and maintenance all while maximizing uptime and performance. Regardless of whether your network is five devices or 50,000, often the total cost to operate is overlooked and under-budgeted. Without the right assessment tools and insights, you may have a limited view of your network, or a less-than-clear understanding of the constant configuring, updates and potential issues within this complex network.

Comprehensively monitoring your devices is critical to detect and prevent downtime, as well as optimize performance. Any device with an IP address running Microsoft, or Linux should be monitored with a product that is able to grab detailed fault and status messages, process business rules and help manage issues.

Activating such a comprehensive protocol will simplify your management processes, increase efficiency, and significantly reduce your total cost of ownership (TCO).

# Vynamic View Software: A future-proof availability management solution.

**Carefully tailored for financial and retail device networks, Vynamic View continually adapts to optimize and address specific system requirements.**

While driving consumer engagement is essential for the future of commerce, capitalizing on efficiencies is just as critical. During a time of shrinking profitability and a disruptive competitive environment, financial and retail institutions must rethink legacy processes to drive a more robust, holistic connected network of devices that is reliable and available.

## ENSURING THE AVAILABILITY OF THINGS

Reliability, security and high performance are key factors for successful and cost-efficient operation of a 24/7 device network. Losses could quickly mount any time a machine is down. To stay ahead of the game, preemptive maintenance (as well as timely detection and fast elimination of any malfunctions or fraud) is vital.

Additionally, it costs more than ever to keep pace with regulatory change and technology updates. In this ever-changing environment, there is clearly an advantage in having a centralized management system (one single point of control) to automate problem management and provide a uniform view of the entire network, including its components. A direct connection to each device, via an agent, enables organizations to enhance security, increase efficiency and easily change and update software.

Leveraging Diebold Nixdorf's industry expertise in hardware, software and service in banking and retail, Vynamic View can monitor nearly any device with an IP address, including postal, restaurant and gas stations as well as printers, cameras and counting machines. Vynamic View not only drives better uptime, it also ensures your fleet is running optimally, addresses security concerns, helps automate incident management, manages service level agreements (SLAs), allows remote resolution of issues, and provides analytics to drive future business decisions for an optimized network.

## VYNAMIC VIEW CAPABILITIES

**24/7**
Availability Monitoring

Incident Reporting

Software Deployment

Log & Journal File Handling

Inventory Management

BIOS Management

Security Monitoring

Business Intelligence

AVAILABILITY MANAGER
INCIDENT MANAGER
SOFTWARE MANAGER
LOG & JOURNAL MANAGER
INVENTORY MANAGER
BIOS MANAGER
SECURITY MANAGER
BUSINESS INTELLIGENCE MANAGER

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## VYNAMIC VIEW SUITE

Because every business is unique, Vynamic View was designed to be highly flexible. With a "think big, start small" philosophy, we collaborate with you to determine the perfect path to build the operations according to your organization's individual priorities. Each module provides one more piece toward building a network with full "Availability of Things." Your organization can build on the monitoring capabilities, using reporting and Business Intelligence (BI), pull more insightful information on the fleet components and drive a more comprehensive operation.

## AVAILABILITY MANAGER

Vynamic View receives device status information via a highly customizable communication agent that is permanently active on the device. This agent collects information from various sources at different software layers such as Operating System, periphery driver, standard protocol stack and client applications. It filters the information and reports the relevant data as events to the operations server. In addition, the operations server is capable of collecting events from agentless devices supporting state-of-the-art monitoring protocols or even switches.

The events, including the current device availability, are presented to a centralized dashboard, where it is represented graphically by icons and colors. This user-friendly HTML interface visually maps (at a regional or system level) up-to-date details of the entire network.

In addition to presenting the information, Vynamic View can also intelligently react to events to quickly solve a problem, either through remote intervention or by requesting a field technician to visit the site. Notifications are available through e-mails, electronic interfaces or text messages to configured destinations.

## INCIDENT MANAGER

In order to ensure normal operations of the device network, Vynamic View also provides an automatic ITIL-compliant service-management system that defines the responsibility of ticket handling and escalates any SLA violation. With incident reporting, users can manage activities throughout the whole incident life cycle—from occurrence to service dispatching—through incident resolution and closure. Its flexible and configurable automation options help reduce operating cost significantly while maintaining the highest levels of service quality and availability.

## SOFTWARE MANAGER

Keeping pace with technology advancements and security updates can be costly and time consuming. By offering remote deployment capabilities, Vynamic View allows you to strategically and securely deploy software updates to ANY device in your network from a central console. With the ability to transmit file packages, not just single files, your entire network can update more quickly, optimal uptime is ensured, and compliance requirements are satisfied faster.

## LOG AND JOURNAL MANAGER

In addition to distributing files, Vynamic View has the ability to efficiently collect, store and retrieve log files in near real-time for more timely analysis and reaction. In today's on-demand environment, it is critical that you have central access to electronic journal and log information for issue resolution. This allows you to follow up on transaction discrepancy and customer complaints quickly. The ability to configure regular collections of Windows event logs, application logs and electronic journal files eliminates the need for manual intervention and simplifies the processing of queries.

## INVENTORY MANAGER

Device networks are constantly changing as new devices are added, older ones are decommissioned or parts and software are updated. It's key to have an accurate accounting of your inventory. Vynamic View enables the automatic collection and reporting of installed software, firmware and hardware of any monitored device. Additionally, it can track the entire device lifecycle activities from the initial provisioning to deployment into production, ongoing maintenance and eventual retirement from service.

## BIOS MANAGER

In the retail banking industry, overall ATM security continues to grow, yet many financial institutions trust the out-of-the box settings which can leave their self-service fleet vulnerable. In order to avoid compromising security, BIOS Manager can provide proper BIOS governance by enabling remote password changes, remote configuration management, and the creation of temporary passwords for field access.

## SECURITY MANAGER

Vynamic View can be integrated with Diebold Nixdorf's Vynamic Security Suite to act as its central management for receiving events, triggering alerts and activating new security policies.

## BUSINESS INTELLIGENCE MANAGER

There are several thousand events that can affect a single device. By leveraging the data collected from Vynamic View, information can be analyzed to discover relevant insights on business-critical KPIs. Historical data can be used to strategically plan for future needs.

### TROUBLESHOOT, UPDATE, ANALYZE— ALL REMOTELY AND AUTOMATICALLY

Device monitoring can figuratively put eyes, ears and a brain on your device network, and remotely determine what is—and isn't—working within the network. The Vynamic View "brain" can determine potential solutions in real time and even take preventative actions before the rest of the system has logged an issue. The technology can also produce a wealth of data about a device network's performance and uptime that savvy institutions can use in a variety of creative, value-added ways to improve operational efficiencies.

To learn more, **visit DieboldNixdorf.com.**