System monitoring without the worrying

NCR Kiosk Management Services (KMS) provides a progressive way to remotely monitor kiosk activity running on the NCR Common Use Self-Service (CUSS) TCS platform. KMS makes it possible to mass manage kiosk diagnostic testing—remotely—from a single interface, ensuring your kiosks are performing at optimal levels. The NCR KMS platform is comprised of a robust suite of individual services designed to provide comprehensive kiosk management and in-depth support.

• **Streamline kiosk monitoring**
  Gather real-time performance details and status updates of the kiosks and integrated components deployed on the network, including number of identified errors/issues and last error encountered through the CUSS Thin Client Services (TCS) layer.
  CUSS TCS encompasses user interface, system monitoring, version control, peripheral control and local and remote system management to provide a holistic remote monitoring solution.

• **Gather reports**
  Build your reports repository with ease with an integrated reporting feature and management database that generate real-time key data on uptime percentage, swap rates and general statistics, among other valuable reporting fields. Certain reports can run data on a specified period of time, provided the data is retained in the historical values database.

• **Increase availability**
  NCR KMS has a built-in notification manager that allows you to send emails, notifications and pager alerts to different parties when errors are detected on the actual kiosks or on any of the peripherals for faster response and resolution times. Notification rules and notification parties are entirely customizable.
• **Enhance productivity**
  Assign different levels of authority for each NCR KMS user via separate log-ins to control what each user views, along with the functions that can be performed—all via the KMS Server.

  KMS Server makes it possible for multiple users to run near real-time data without multiplying bandwidth requirements. This includes self-service device data, adding/updating/deleting of self-service devices and groups in the configuration, machine force polling and updating of machine configurations.

• **Reduce operational costs**
  Reduce maintenance costs and your reliance on expensive IT infrastructure. Because NCR KMS uses advanced remote-hosted monitoring technology to track the health of your kiosk, you won’t have to rely on costly physical hardware.

• **Improve efficiency**
  NCR KMS’ advanced Graphic User Interface (GUI) Client design enables multiple users to access the system simultaneously for superior employee productivity and system management efficiency.

### Key Features
- Poll kiosks on a scheduled basis or on-demand
- Remote restarting/rebooting of application or hardware
- Organize kiosks into groups to be monitored by a single user
- Historical reporting
- Fast IP address changes
- Auto-detect new kiosk hardware

### Why NCR?
With over 125 years of experience, NCR is a leading global provider of assisted- and self-service solutions. We help our travel clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.

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**NCR Kiosk Management Services (KMS)**

Experience a new world of interaction

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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