

Cook Command Center is a secure centralized web interface that enables you to view your equipment anytime, anywhere, on ANY device. View current status and request service for your entire fleet through our dashboard. Maximize uptime, protection and compliance.

Our **Network Operations Center** provides several ATM | ITM management solutions. All RemoteView Specialists have been trained and certified to deliver support for our customers' needs.



### Diagnostic

Monitor, manage & maintain your ATMs and ITMs. Reduce service calls by 2/3 with remote troubleshooting and timely resolution.

Includes remotely identifying the problem, and repair of basic software issues for superior uptime.

- Includes dedicated RemoteView Specialists that are certified to administer.
- Anti-Skimming notifications for supported devices.
- If RemoteView Specialist can't fix, a technician is dispatched with detailed diagnostic information for faster repair and a first time fix.



### Patch Management

Maintain compliance and keep your ATMs secure with up to date Windows patches.

- Scheduled as requested, day or night.
- Patch status reports provided, ready for auditors.



### Security+

Protect your devices with a security suite that includes Anti-Virus, Anti-Malware and trusted App Control.

- Zero-day protection against malicious attacks.
- Security logs available upon request.



### EJ Archiving, Status & Analytics

View and download Electronic Journal reports that are uploaded automatically.

- Protect against Reg E Act 205.13 Administrative enforcement; record Retention (Requires initial set up)
- All EJs auto archived.
- One year of retention guaranteed.
- Analytics and reports showing transaction types, volume, and profitability included.



### Backups

Nightly image backups with ultra-fast recovery.

- Fast and reliable storage with solid state drives.
- View backup status online.



### Marketing Screens

Deploy advertisement screens to any and all ATMs, automatically, at times you choose.

- Includes quarterly Marketing Screens updates for each ATM (May Require initial Set up Costs).
- Sync up with in-branch campaigns or in market advertising.

# Frequently Asked Questions to Cook Security Group

## **Q. How secure are the connections you use for access?**

Security is our #1 focus. Our SOC 2 Type 2 audit confirms that we follow a set of predefined benchmarks for security, availability, and confidentiality. We use AES 256 bit encrypted VPN connections, which are considered among the most secure available: AES (Advanced Encryption Standard) is used by the U.S. government to protect classified information and is implemented in software and hardware throughout the world to encrypt sensitive data. In addition, we test for vulnerability every month.

## **Q. Are my Electronic Journals stored securely?**

Yes, your Electronic Journals are stored on our systems securely and all the data stored on our systems is encrypted.

## **Q. When I need an Electronic Journal, I send a technician. Why is this better?**

By default, all Electronic Journals are stored on the ATM itself, which is what your technician accesses. However, if the ATM's hard drive fails, or its Operating System is reloaded, those journals will be lost. Therefore, the best way to always have access to your Journals is to securely archive them away from the ATM. In that way, you can know you will have them when you need them.

## **Q. Other users have access to the RemoteView dashboard within our company. Can we specify who has access to the Electronic Journals?**

Absolutely! Within the dashboard, you can specify who has access to what data.

## **Q. Does the RemoteView Dashboard use multi-factor authentication?**

Yes, the first step is to login with an individual user name and password. Our system then sends you a 6-digit PIN automatically or one you designate that you will need to enter before you can login.

We built the RemoteView product line with industry security standards in mind. Our SOC 2 Type II audit confirms that we follow a set of predefined benchmarks for security, availability, and confidentiality. You can be assured that your information is protected and available. A report is available upon request.

