



# RemoteView

## ATM | ITM

**Resolve over 63% of issues without a tech being dispatched**

Cook Security Group developed the RemoteView product line to utilize technology to remotely deliver support to the ATM/ITM industry.

The core of the RemoteView product lines is our Cook Command Center. Cook Command Center is a secure centralized web interface enabling 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.

RemoteView product line has been developed into multiple modules to support all departments interfacing with the ATMs/ITMs.



### Diagnostic

Monitor, manage and maintain your ATMs/ITMs. Reduce service calls with remote troubleshooting and expedited resolution. Includes remotely identifying the problem, and repair of basic software issues for increased uptime.

- Hardware and software diagnostic
- Remote reboots
- Pull logs and tallies
- Includes dedicated & certified RemoteView Specialists
- If RemoteView Specialist can't fix, a technician is dispatched with detailed diagnostic information for faster repair and a first time fix



### Windows Patch Management

Maintain compliance and keep your ATMs/ITMs secure with up-to-date Microsoft software patches.

- Preferred update scheduling
- Patch status reports provided, ready for auditors
- Automated patch installation



### Hard Drive Backups

Daily backups performed to limit downtime and data loss.

- Fast and reliable storage with solid-state drives
- View backup status online
- Restore functionality and avoid extended downtime
- Incremental backups with monthly full backup



### Hard Drive Encryption

Lock down your hard drive with 256-bit encryption to prevent unauthorized access.

- Protect against sensitive information
- Safeguard against stolen hard drive
- Utilizes local TPM of ATMs/ITMs



### Security Plus

Protect your devices with trusted Application Control to prevent malicious attacks.

- Zero-day protection against malicious attacks
- Security logs available upon request
- Centralized policy management
- Windows firewall management
- Password management



### Electronic Journals & Analytics

View and download real-time Electronic Journal activity and reports that are uploaded automatically.

- Protect against Reg E Act 205.13 Administrative enforcement; record Retention (requires initial set up)
- One year of retention guaranteed
- Analytics and reports showing transaction types, volume, and profitability included
- Piko VMS integration for video recording of transactional events



### Marketing Screens

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

- Includes quarterly marketing screens updates for each ATM/ITM (may require initial set up costs)
- Sync up with in-branch campaigns or in-market advertising
- Update welcome, please wait and thank you screens
- Update receipt logos



### Connect | Internet

Managed Wireless Connectivity

- Managed cellular router for ATMs/ITMs connectivity
- Multiple cellular providers supported