

CYBERSECURITY INNOVATIONS POWERED BY AI



ATM Monitoring Solution

Complete ATM fleet visibility with real-time health monitoring, automated incident ticketing, and predictive maintenance for RBI-compliant banking operations.

THE CHALLENGE

Top 5 Industry Challenges (if ATM Monitoring Solution is NOT Implemented)

- **Unplanned ATM Downtime** - Without centralized monitoring, ATM failures such as cash dispenser errors, printer failures, or network outages remain undetected for long durations. This directly impacts customer experience, transaction revenue, and bank brand reputation.
- **Delayed Incident Detection & Resolution** - Manual monitoring leads to slow identification of hardware, application, or transaction-related issues. Operations teams spend more time troubleshooting, increasing Mean Time to Repair (MTTR) and SLA violations.
- **Increased Risk of ATM Fraud & Cyberattacks** - Lack of real-time visibility into ATM activities increases exposure to malware attacks, unauthorized access, skimming, and endpoint compromise. This can result in financial fraud, compliance penalties, and reputational damage.
- **Poor Visibility Across Distributed ATM Networks** - Banks operating thousands of ATMs across geographies struggle to monitor health, availability, patches, and performance centrally. This causes operational inefficiencies and inconsistent service quality across locations.
- **Compliance & Audit Challenges** - Without centralized logs, Electronic Journal (EJ) management, and audit trails, regulatory reporting becomes difficult. Banks may face RBI/non-compliance risks, delayed investigations, and higher audit costs.

80%

Reduction in ATM Downtime

60%

Faster Incident Resolution

24X7

Visibility Across Distributed Infrastructure

KEY BENEFITS

- ✓ **Real-Time ATM Visibility & Faster Resolution**
Centralized dashboards provide live monitoring of ATM status, transaction flow, hardware health, and alerts. Organizations can reduce incident response time by 50–70% through proactive remediation.
- ✓ **Significant Reduction in ATM Downtime**
Automated alerts, ticketing, and predictive monitoring help identify issues before complete failure occurs. Banks can achieve up to 60–80% reduction in ATM downtime and improve ATM uptime SLA performance.
- ✓ **Improved Security & Regulatory Compliance**
Features like application whitelisting, audit trails, OS hardening, and EJ monitoring improve ATM endpoint security posture. This helps reduce cyberattack exposure while supporting RBI and PCI-DSS compliance requirements.
- ✓ **Operational Cost Optimization**
Remote diagnostics, centralized patching, and automated monitoring reduce dependency on on-site field engineers. Banks and managed service providers can lower operational and maintenance costs by 25–40%.
- ✓ **Enhanced Customer Experience**
Continuous ATM availability and faster issue resolution ensure uninterrupted banking services. Higher ATM uptime leads to increased customer trust, transaction success rates, and reduced customer complaints.



KEY CAPABILITIES

One Unified Agent

01 Real-Time ATM Monitoring

- ATM live status monitoring
- Transaction status tracking
- Hardware health monitoring (CPU, RAM, Disk)
- ATM uptime/downtime analytics
- Switch connectivity monitoring
- Real-time alert generation

02 ATM Security & Endpoint Protection

- Application whitelisting & blacklisting
- Application sandboxing
- Full disk encryption
- OS hardening & privilege management
- BIOS password management
- USB control & AutoRun protection
- SMB blocking
- Windows user whitelisting

03 Incident Management & Ticketing

- Automated ticket generation
- Threshold breach alerts
- Ticket assignment & tracking
- Auto ticket closure
- Integration with Helpdesk/ITSM tools via API
- SLA monitoring support

04 Electronic Journal (EJ) Management

- Automated EJ pulling
- Manual EJ extraction
- Centralized log backup
- Time-based and date-based EJ downloads
- Low-bandwidth optimized transfer
- Image upload support

05 ATM Hardware & Device Monitoring

- Card reader monitoring
- Cash dispenser monitoring
- Receipt/journal printer monitoring
- Encrypting PIN pad monitoring
- LCD/display failure detection
- Currency acceptor monitoring
- Envelope & statement printer tracking
- Power-up/system stability monitoring

06 Patch & Content Management

- Windows patch deployment
- OEM update management
- ATM screen/content management
- Automated MSI deployment
- Scheduled or real-time updates
- Agent restart & upload management

07 Analytics & Dashboarding

- Centralized war-room dashboard
- Pareto analysis charts
- Real-time reporting
- Weekly/monthly reports
- Mobile dashboard access
- Drag-and-drop analytics visualization

08 Multi-Vendor & Scalable Architecture

- Supports multi-vendor ATM environments
- Hardware-independent deployment
- Suitable for banks, ATM MSPs, and cash recyclers
- Centralized management across large ATM networks



ADD-ON AVAILABLE

Need 24/7 coverage? Add Velox MDR.

- India-based SOC analysts, 24x7x365
- 15-minute SLA for critical incidents
- Seamless activation – no new agent required

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THINK CYBER SECURITY... THINK VELOX

Velox Solutions is a Global cybersecurity OEM delivering advanced, AI-powered technologies that strengthen Security Operations and enterprise resilience since 14+ years. Our solutions enable faster threat detection, automated response, and deep visibility across users, endpoints, and infrastructure. Leveraging AI-driven SIEM, SOAR, and behavioural analytics, Velox builds proactive, intelligence-led SOC environments, empowering government and enterprise sectors to stay ahead of evolving cyber threats.

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