

ATM Managed Services

By utilising the managed ATM services from Banktech (PNG) you can enhance overall ATM network availability to improve transaction volumes, revenues and service. Services provided include:

Transaction Processing Service

Bank South Pacific will provide the transaction processing (interchange link) and settlement of funds for the Kwikcash network.

Help Desk Monitoring & ATM Monitoring

All Kwikcash ATMs are connected to Banktech's Help Desk and are monitored 24 hours per day, 7 days per week including public holidays. The Help Desk continually monitors the ATM and reports (as required) on events that close or limit the functionality of the ATM.

ATM Data Line Communications

The key ingredient for smooth and reliable operation for any ATM is the communication technology that links the ATM with the transaction processor (BSP). Kwikcash ATMs operate via a dedicated data line (leased line) not a dial up! This provides a permanent connection and runs much faster and more reliably than a dial up.

Reporting Services

Monthly reports are provided to help you manage your ATM. Reports include the total number of withdrawals, average withdrawal value and total monthly turnover.

Staff Training

Banktech (PNG)/Remington will conduct a comprehensive structured training course to your nominated staff on the operation of your Kwikcash ATM. The majority of problems experienced, will be of a non-technical nature ie. Resetting the modem; rebooting the computer or clearing a jammed paper receipt, these will be addressed in the training.

If a problem can not be fixed with assistance of phone support, the issue will be escalated to a field service engineer.

On-site ATM Maintenance & Servicing

All Remington branches hold inventory of spare parts. Coupled with its extensive network of field service engineers, Remington will endeavour to fix your ATM in the shortest possible time minimising the downtime of your ATM.

The full service ATM solution incorporates scheduled preventative maintenance. This covers the cost of all parts, labour and travel time for the duration of the agreement but excludes vandalism.