

## Making ATMs run like a well-oiled machine

OUR BUREAU

[SHARE](#) · [PRINT](#) · [T+](#) · [T-](#)

Advanced communication: Sudhakar S. Marthi (right), Vice-President, Sales and Marketing - APAC, Zoho Corp, and Prabhu Ramachandran, Director- WebNMS, at a press conference, in Chennai on Wednesday. — Bijoy Ghosh

Chennai, Nov. 28:

How would an operator in Chennai monitor whether the light in an automated teller machine (ATM) in Jammu has been switched on/off or whether the air-conditioner inside an ATM in Sikkim is working? There is help for such problems in the form of machine-to-machine (M2M) technology, which has been developed by a Chennai-based company.

The ATMs will be connected through the Internet and will communicate with each other, transmitting vital data to a central location.

The ATM site manager will remotely monitor passive infrastructure such as air-conditioners, camera, lighting systems, battery banks and door lock systems across thousands of ATMs and will generate actionable information in real time.

Each device must be equipped with a communication module or a sensor for data collection. The data generated from this communication allow a bank or an ATM service operator to gain insights, said Prabhu Ramachandran, Director, WebNMS, a division of Zoho Corp. The company has a development centre in Chennai but has most of its clients abroad. The two-way communication between machines eliminates the need for human intervention in many routing service operations. This includes switching off/on the lights or adjusting the air-conditioning, he told newsmen at the launch of the company's M2M solutions targeted at global banks, especially in Asia and African markets.

The product is built on the WebNMS Framework, which is a scalable network management product, he said.

With an effective remote monitoring system, ATM operators can now take centralised control of the networks and improve operational excellence.

There could be a 30-40 per cent reduction in energy bills, he said. It will cost a one-time payment of Rs 30,000 per ATM site. In addition there is an annual warranty fee, he said.

[raja.simhan@thehindu.co.in](mailto:raja.simhan@thehindu.co.in)

(This article was published in the Business Line print edition dated November 29, 2012)

[Tweet](#)[Pin it](#)[Email the Editor](#)[Sensex](#)[Nifty](#)[Gold](#)[Silver](#)[Crude Oil](#)

30-Nov-2012 14:39

[You need to upgrade your Flash Player](#)

© myIRIS.com