

# ADDRESSING KEY CHALLENGES AND PROBLEMS IN RUNNING AN ATM NETWORK



## Regulatory Challenges

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## Cash Optimization Challenges

- Lack of centralized visibility of current cash position.
- Lack of cash forecast mechanisms.

## Customer Satisfaction Challenges

- Risk of downtime and lesser availability
- Decrease in customer footfalls
- Increase in transaction failures

## Systems and Security Challenges

- Security risks associated with outdated software and hardware.
- Revenue risk due to malware attacks and fraud attempts.

## Business Revenue Challenges

- Lack of business analytics and no clear definition of KPIs.
- Less visibility of revenue leakage.
- Lack of data for capacity planning.

## Staff Empowerment Challenges

- Tedious and inefficient collaboration practices between Bank, Branch and Vendors.
- Lack of tools to evaluate vendor performance.