Vynamic™ View Incident Manager

Ensure Availability and the Highest Quality Service Levels on All Devices.

Availability and reliability are high priorities for operations teams around the globe. The true cost of a device being out of service goes far beyond the tangible expense of lost transactions (estimated at up to 10 cents per minute). The negative perceptions about an institution's brand that could be conjured when consumers experience an out-of-service self-service terminal are also very real, and potentially significant. In the world of 24/7 technology, achieving beyond 99% availability has become the standard.

Vynamic View Incident Manager is an automatic service management system that ensures that when one of your devices goes down, a trouble ticket is generated, dispatch is notified via email, SMS, fax, or voice — and that someone is on their way with the proper parts and skills to fix it fast.

MANAGES TICKET HANDLING

When remote resolution is not possible, Vynamic View Incident Manager opens a ticket and dispatches a field engineer for on-site service. From the moment the ticket is generated, all activities are tracked and monitored to ensure the detailed service targets and responsibilities outlined in service level agreement (SLA) are being met.

- Uses tickets to record the incidents
- Tracks response time
- Manages activities throughout the whole incident life cycle from occurrence to service dispatching through incident resolution and closure; including registering cost

ESCALATES ANY SLA VIOLATION

The primary goal of the incident reporting process is to restore normal service operations as quickly as possible, yet there are times when the SLA is not being met. Vynamic View Incident Manager will automatically escalate and keep record of any penalties due.

- Alerts service desk users of SLA breach or threat of SLA breach
- Manages both manually and automatically including hierarchical escalations
- Reminds users about unsolved incident tickets automatically

RECOGNIZES REOCCURRING PROBLEMS

Throughout the lifecycle, Vynamic View Incident Manager documents the ticket history of each device. Smart technology enables it to recognize if a problem is reoccurring and needs additional service.

- Alerts are sent to appropriate parties when chronic incidents are detected
- Various reports, charts, and dashboards can be configured to support high-level evaluation

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BENEFITS

- Improve service quality
- Increase availability of self-service terminals
- Improve service transparency

FEATURES

- Compliance with ITIL for incident management and service request process flow
- Captures, records, monitors, and analyzes incidents occurring on the devices
- Allows flexible integration with 3rd party monitoring and service dispatching systems
- Uses tickets to record the incidents and manage the relevant service
- Creates, dispatches, and reminds users about unsolved incident tickets automatically
- Sends users notification e-mails or text messages automatically
- Chronic-incident detection and alert
- Provides automatic ways to conveniently handle incidents and service requests from incoming events from an event source system such as other Vynamic View modules (Availability Manager, Security Manager) or messages third-party ticketing systems

DIEBOLD NIXDORF VYNAMIC SOFTWARE

DN Vynamic is a powerful software portfolio that enables financial institutions to eliminate friction to transform the user experience and the operation. Flexible and adaptable, DN Vynamic is built to align with how financial institutions operate and are bundled to support the modern banking environment including channels, payments, engagement and operations.

To learn more, **visit DieboldNixdorf.com.**