

Innovolt Increases Availability and Reduces Trouble Tickets in ATMs

CUSTOMER

- Regional northeastern consumer bank
- Interested in increasing availability of ATMs
- Also looking to reduce trouble tickets, reboots and overall service costs and downtime

CHALLENGE

- Customer suspected that Electrical Over Stress (EOS) was responsible for ATM reboots, leading to ATMs becoming unavailable for transactions
- Customer needed electrical disturbance data at the ATM outlet to prove the need for wiring improvements

DATA COLLECTION OVERVIEW

- Install locations included in-branch ATMs in varying locations across northeastern United States
- Tested Innovolt's power protection functionality
- Power environment data indicates EOS disturbances across entire fleet

TRIAL RESULTS

- During a six month trial, customer experienced a 0.32% increase in ATM availability
- During a six month trial, customer experienced a 54% reduction in monthly service calls and 62% reduction in reboots
- Customer demonstrated that Innovolt significantly reduces ATM reboots and trouble tickets while increasing availability of ATMs

Test results from six months of service history on ATM fleet using Innovolt devices.

