



GLOBAL NET Commerce, Inc.

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Case Study - ATM - Large Financial Institution

SUMMARY

One of the top ten largest US banking and mortgage financial institutions with over 12,000 ATMs at branches and remote sites such as corporate and retail buildings, hospitals, airports, colleges, universities, malls, and retail chains. The bank needed to convert their remote ATM fleet from wired circuit to wireless. They needed a turn-key solution that provided fast, reliable, secure communications to process ATM transactions while also providing a better ROI than they were getting with costly wired circuits. They needed a solution that integrated into their existing ATM equipment footprint seamlessly. GNCI provided a complete end-to-end solution. SHAZAM needed.



SOLUTION

In 2010 the bank decided to migrate their remote ATM fleet from wired circuit to a secure and reliable wireless platform. One of the most important steps when planning a wireless ATM fleet deployment is determining the quality of the radio frequency (RF) conditions at each wireless site. GNCI accomplished this using AWSS, GNCI's Advanced Wireless Site Survey system to determine the best cellular carrier for each ATM. AWSS tests performance metrics such as signal strength, signal quality, and latency. This identifies site-specific logistical and performance issues so they can be remediated before installation. GNCI's MSM (Multi-Service-Modem) was successfully deployed to provide wireless communications, followed by GNCI's MRM (Multi-Radio Modem) gateway. When 4G and 4G LTE developed, GNCI recommended migration to the Cisco 810 ISR, followed by the communications platform currently in use, the Cisco 1100 series ISR. GNCI will provide communications hardware that uses the 5G cellular network for the bank's next ATM hardware upgrade.

RESULTS

Using GNCI's AWSS Advanced Wireless Site Survey system was an instrumental phase of the project. Knowing in advance how a WWAN connection will perform eliminates downtime due to installation issues such as the requirement of optional signal amplifiers and antennas to achieve the best signal. GNCI's experience working



with cellular carriers when planning and executing large deployments assured the solution was designed forward compatible to accommodate future network evolution such as 5G. GNCI continues to provide end-to-end service as the bank adds new remote ATMs and converts remaining wired circuits. GNCI manages the bank's inventory of mobile numbers, SIMs, hardware, accessories, and our experienced support team provides firmware updates, maintenance, 24/7 active product support, and overnight break/fix service.

CHALLENGE

The bank needed to migrate its large remote ATM fleet communications platform from costly wired circuit to secure and reliable wireless using cellular. This needed to be done with no service disruptions and within a set timeframe. It would require testing cellular connectivity at each site and then staging each communications hardware kit with the correct carrier account for optimum performance.

