Wireless ATM

Competitive Advantages

Rapid Deployment

Lead time for communications can be reduced to days. Going wireless is a powerful deployment method which leaves the competition struggling with weeks or even months of lead time to establish communications. GNCI offers Service Level Agreements for site surveys and installations, guaranteeing fast, successful deployments.

Turn-Key Operations

Deploying a wireless network can be complex, requiring multiple project management capabilities. GNCI understands wireless networking and has programs to make your deployment fast and easy. Here are some of the key steps and benefits to GNCI's turn-key program:

- Site Qualification – GNCI's site survey program comes with a 72-hour SLA. Simply forward your site information to GNCI, and our qualified technicians arrive onsite within 72 hours to perform a radio and logistical analysis. This is key to the success of any wireless program. This step avoids installations in areas where radio conditions may not be suitable and ensures that no problematic locations are installed.

- Radio Activation – GNCI will activate your wireless accounts, saving countless hours of work by your staff, and that equates to saving money and time.

- Configuration Staging – GNCI will pre-configure your wireless routers with active radio accounts to ensure that your technical staff can remotely access the units for validation prior to shipping. This avoids installation problems and makes conversion to wireless and new wireless location installations smooth and timely.

- Installation – GNCI's installation program comes with various SLA's to ensure timely installations. Our qualified technicians arrive onsite with all necessary equipment and tools to perform a proper installation. This may include extra antenna cabling, signal boosters, and special wiring when necessary.

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Network Planning & Architecture
Laying the foundation for a successful proposal

Discovery
GNCI's engagement plan includes a comprehensive review of client requirements, procedures, and policies. This includes scoping of all engineering specifications and hardware development, use of special project management software, charting for scheduling and meeting critical benchmarks and deadlines. In addition, GNCI is launching an online project management resource center for access to key client-engineering designs and project updates. This online component is client-specific and is available only by client password.

Identify Resources & Milestones – Internal, Client, Carrier, Partners
It takes significant coordination to build any data network – Wireless WAN is no exception. GNCI will work with you to identify the processes behind placing orders and shipping equipment to help determine matters such as lead-time. With resources identified, the team can begin plotting milestones, dependencies, and timelines for solution development and eventual transition from a project to "Business as Usual".

Set Expectations and Define Success
All the above is laid out in a detailed proposal which is customized until the final goal is realized and approved.

Network Engineering
Building a solution that satisfies your needs

Networking Design
There are several ways to connect wireless WAN endpoints to your network, from an open internet connection to private networks on the wireless carriers' infrastructure. GNCI has engineered solutions that cover the spectrum for a variety of applications.

Cost Savings & ROI

Network Cost Savings on ATM Fleets
Customers can save hundreds of thousands of dollars annually, depending on the size of network and existing infrastructure. High volume ATMs can run on unlimited plans with a large savings versus frame relay, T1 or other leased line infrastructure. GNCI can also assist in positioning your ATM fleet on a usage-based plan, as low as $30/month for lower volume ATMs.

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Security Integration

The security and integrity of your network and the data traversing it are paramount. There are several methods to secure wired networks, and many of the same methods are used when securing wireless WAN connections. Data transmission security is enhanced by the following:

- Wireless carrier provides core network encryption
- Character and run length compression
- User-defined IP packet filtering
- Private VPN tunnel addressing with static IPs
- Use of carrier internet restricted/secured IP addresses
- Firewall built-in to gateway/router
- Client recommended firewalls with host-to-remote configuration restrictions

In addition to traditional VPN technology, wireless carriers can set up private networks on their infrastructure, creating a secure wireless point-to-point connection.

ATM Host Integration

GNCI has been building wireless WAN networks for ATMs for over 20 years. We have solutions to increase your flexibility and reduce your costs.

Proof of Concept

Once the networking, security, and host integration are complete, GNCI will build and test configured prototypes with your technology organization prior to deploying the solution in the field. The goal is to demonstrate that the solution functions in your unique environment. When the concept is deemed functional, GNCI will continue to work with your technology team to work out any kinks and address any issues.

Manufacturing Documentation

With the infrastructure in place and the configuration approved, our engineering team documents its findings and hands off to operations for production. Build methods are streamlined and automated so that each communications kit can be provisioned quickly and reliably - reducing your lead time and maintaining quality.

Integration Testing

GNCI will build you several production units for testing to ensure they are ready for integration into your existing network.

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Network Deployment
Bringing your solution to life

Site Surveys
Properly conducted site surveys are invaluable to the successful deployment of reliable wireless network communications. Our site surveys will determine whether one or more wireless carriers have acceptable coverage and whether special equipment will be required for optimal results. Carrier coverage maps alone are not adequate because of geography, building structures, and the electromagnetic emissions of adjacent electrical devices. GNCI will provide a detailed report including signal measurements, data transfer rates, and antenna placement for each of our site surveys, as well as our recommended solution for a wireless installation. Additionally, site surveys can ensure that any site-specific issues are identified and mitigated before installation.

Order Process & Inventory
In conjunction with our strategic partners, GNCI will work with you to plan and schedule the project rollout requirements. These activities include site surveys, client host engineering support, hardware configurations,, carrier and network data documentation, equipment staging, obtaining private IP addresses from the appropriate wireless carrier(s), configuring client-specific firmware, on-site ATM installation, integration, and activation.

Build Process
Thorough setup, pre-configuration, staging, and testing of all network communications equipment will ensure that your wireless systems are ready to deploy. This will minimize onsite time and costs for installation and configuration. Communications kits will be individually packaged with all required accessories, cables, and installation guide, ready for immediate deployment, shipped plug & play. We will identify each device and provide reporting to aid in asset management and future service support.

Acceptance Testing
Upon build completion for each communications kit, GNCI will reach out to your technology organization to confirm that the kit is reachable over-the-air. This test can be as simple as confirming that the device can be connected to from your network, to supplementing our build process to include the ability to connect to the devices over-the-air.

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Shipping & Installation

Checklists and status reports will accompany each site installation. After your install we will track and document any outstanding items and questions. GNCI also possesses state-of-the-art equipment storage and inventory tracking capabilities. By combining a reliable methodology with an experienced staff, we will work with you to execute a smooth wireless conversion.

In most markets within North America, we can provide experienced technicians to provide on-site installation and other installation support services. Our technical staff will take all necessary steps to ensure that your new equipment is professionally installed and fully operational. Alternatively, we can provide telephone support and training to your technical staff. GNCI has partnership affiliations with numerous nationwide hardware implementation service providers, including NCR, Diebold, and others who have corporate operations dating back to the 1930's.

Network Management
Keeping your solution in top condition

Monitoring

Long-term outages negatively impact revenue and inconvenience your customers. GNCI monitors your ATM fleet to help ensure high network uptime and cost-effective results. In large financial institutions, our network services allow you to offload the burden of constant monitoring from your network operations department. In small and mid-sized financial institutions, our network services allow you to benefit from the advantages of high uptime without investing in expensive technology and additional human resources. Our team of network experts monitor your network with alerts either 24/7 or based on your hours of operation to identify and resolve potential issues before they result in significant downtime.

Asset Management & Reporting

To manage the large amount of client and equipment information used for configuration, installation, and support of your wireless fleet, GNCI has developed a comprehensive integrated site survey, asset management, and support database. From this proprietary system GNCI can tell you your survey information, order status, shipping, device locations, IP addressing, terminal information, dates, support tickets, and many other important pieces of information about your deployment. GNCI can deliver reporting on most any aspect of your fleet.

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Training

At GNCI our people are completely familiarized with ATM installation and retrofitting procedures. Our technicians have completed wireless industry equipment certification classes and possess years of experience related to ATM project management and deployment.

Support

Receiving accurate answers and responsive phone calls are as important to us as product function. The combination of our key partnerships with technology resources and our multi-tiered customer service programs provide professional customer service 24/7/365. The GNCI operations staff is available when you need them. Staffed by experienced operations personnel, GNCI will assist your current 1st line response service and 2nd line hardware maintenance providers with any failure related to your wireless communications equipment. Clients who utilize GNCI's monitoring programs have the added benefit of GNCI maintaining their wireless network with software and firmware updates.

Break/Fix

We understand how valuable your equipment is to you and the importance of preventative maintenance to protect your investment. We offer programs that provide peace of mind in the event your hardware does not perform due to equipment failure. We will work with you to provide a warranty and repair service program specifically designed for you.