GOCASH

Armored Cash Truck

- Smartphone based solution.

- It seamlessly communicates real-time changes in service task status.

- It gives you instant visibility to every field service activity.

CIT

The **cash-in-transit (CIT)** landscape is changing. As the industry goes paperless, consolidates through mergers and acquisitions and experiences rising labor costs, CIT providers need to optimize their services and productivity to stay competitive. Banks and the corporate customers, directly or through the banks, demand top performance from their CIT vendor.

Hence, an advanced automated system provides the flexibility, cash visibility and efficiency this evolving industry is seeking.

LYNX has a Cash in Transit Module (GOCASH) to help you stay ahead of the competition. GOCASH is a PDA/Smartphone-based solution. It seamlessly communicates real-time changes in service task status. GOCASH has instant visibility to every field service activity. Manually monitoring and updating the status and activities of field teams has always been the most cumbersome and time-consuming part for any CIT service provider. Often services are delayed, missed, or steps are skipped, leaving records incomplete and customers in the dark about the whereabouts and progress of their consignments. GOCASH in coordination with WORKMATE dramatically reduces a dispatcher's workload while ensuring complete and accurate reporting of every step in the process. This extra time allows your dispatch staff to focus on customers, rather than employees, ensuring customer satisfaction.
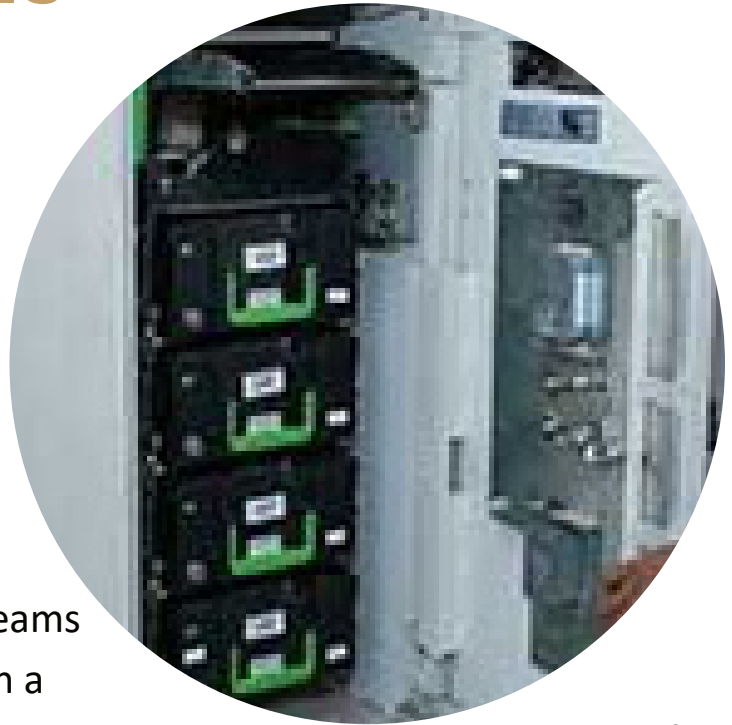
GOCASH is simple to use and works on any Internet browser-enabled PDA/ Smartphone. With basic training and PDAs/ Smartphones you can convert your ordinary CIT teams into highly efficient teams that constantly deliver higher output with increasingly fewer mistakes. Standard field processes are seamlessly managed through automated bi-directional communication between the command-and-control room and field teams. As soon as the task is complete it automatically updates the system and closes the task. Every change of status and every note/observation by the field teams becomes part of the permanent service history in GOCASH. Paper field reports are eliminated.

Billing information based on drive time, wait time and service time is automatically updated. GOCASH is a complete mobile automation tool that is your gateway to operational excellence and will separate you from the flock.

ATM/CDM Module

Often the people responsible for managing the ATM/CDM service operations do not have immediate access to critical or even day-to-day information. Seeking updates over telephone calls, circulating multiple spreadsheets for cut & paste updates often creates more problems than it solves and is time consuming. Often the operational teams struggle to meet the service levels in a manually managed environment. By stepping up to the power of GOCASH you can meet every SLA challenge head on. GOCASH can provide your organization with a real-time view of ATM/CDM field service operations. It not only delivers a high level of visibility, but also provides accuracy and precision impossible to achieve with manual processes, spreadsheets or guesswork.

GOCASH facilitates your field teams through automated and easy steps to complete the replenishment and allied services without skipping any crucial steps or services in the process. Resultantly it improves a teams' efficiency and an organization's profitability through significant reductions in the workforce, ATM/CDM downtime and operational costs. GOCASH performs all the tasks necessary to manage your ATM/CDM operations. It gives the ATM/CDM service provider a centralized view of the entire operation. It also provides the performance of field teams at any given point, number of ATMs

replenished or CDM cleared, and number of ATMs/CDMs pending, estimated time to complete any specific route or any individual ATM replenishment & CDM clearance. By reporting the estimated time of return for any specific route to the respective Multibank Cash Centers (MBCCs) it enables field teams to estimate workload and plan their shifts accordingly.

GOCASH is built based on years of experience by our team of experts working in similar fields in different regions. It assures simple integration into your

It gives you instant visibility to every field service activity. serviceactivity.

current processes, fast training for your staff, and secure, regular and reliable performance by your field teams. Whether your operation is restricted to one city, spread across multiple cities or even multiple countries around the world, GOCASH is a perfect solution for managing the ATMs/CDMs field operations.

Maintenance Module(FLM/SLM)

Whenever the ATM/CDM is down, money is lost, and customer service suffers. Service providers must meet the challenge of assembling themselves quickly when the machine is down, getting the right team to the site with the required tools, spare parts and skillsets ensuring high uptime on the machines. AMM is the ultimate solution that meets the needs of any maintenance organization around the globe.

Starting with multiple paths to receive service orders from – direct ATMs status monitoring applications or traditional help-desk operations – to wireless dispatching and tracking, AMM adds automation and efficiency to

any maintenance operation. Once a team is assigned/dispatched, AMM continues to monitor every stage until the job/task is accomplished and provides a real-time view of every open ticket. Customers also have the option to watch the progress of their service orders through the web portal. ATM Maintenance Module (AMM) is a PDA/Smartphone-based solution. It seamlessly communicates real-time changes in service task status. It has instant visibility to every maintenance activity. Manually monitoring and updating the status and activities of technician/maintenance teams have always been the most cumbersome and time-consuming for any service provider offering maintenance services.

AMM is simple to use, and standard maintenance activities are seamlessly managed through automated bi-directional communication between the command and control room and maintenance teams. As soon as the task is complete it automatically updates the system and closes the task. Every change of status and every note by the technicians become part of the permanent service history in AMM. Paper field reports are eliminated.

Cash Visibility and Efficiency