UniLink™

Burroughs
Payment Systems

SmartSource® Intelligence

Device Health and Performance Monitoring Software

Does the thought of managing a check operation distributed among hundreds of locations present a challenge to your organization?

Thousands of check scanners are deployed in financial institutions and their customers. Now you're faced with the monumental task of keeping them functional. How can you efficiently monitor data quality and fix problems before they turn into major headaches for you and your customers? How do you replicate the 'operational intelligence' you developed with the centralized operations model in the remote deposit capture world?

Introducing SmartSource Intelligence

Remote scanner monitoring software – the "operational intelligence engine"

SmartSource Intelligence (SSI) provides financial institutions the ability to monitor thousands of scanners within their organizations. SSI tracks basic scanner data such as the number of devices reporting and the number of documents scanned as well as scanner exception data such as MICR rejects, image quality suspects and device exceptions remotely without impacting scanner operations or application software. SSI's reporting tools can indicate whether devices are malfunctioning and where those devices are located all from a simple, easy-to-implement web-based solution.

Features

- Supports check scanners from most vendors
- Web-based reports available anytime, anywhere
- Powerful prediction tools
- Establish KPI metrics
- User-friendly Dashboard interface
- Customizable
- Automated email alerts
- Data exportation

Benefits

- **Monitor data quality remotely:** SSI monitors image and check scanner quality remotely. Using SSI's web-based reports, you'll be able to track scanners any time, anywhere.
- **Fix problems before they affect your staff or customers:** SSI can automatically send email alerts when problems occur before they affect your customers.
- **Offer proactive hardware service:** SSI gives you the ability to predict when scanners need servicing. You can use this data to offer a proactive service program or service to replace scanners before they malfunction.
- **Track your scanner inventory:** SSI reports allow you to monitor scanner usage and redeploy under-utilized scanners to branches that need more scanning capacity.

Figure 1 shows the SSI 'home page' displaying the number of checks scanned on each day during the past week. SSI also offers reports by month or year for any time period in the past.
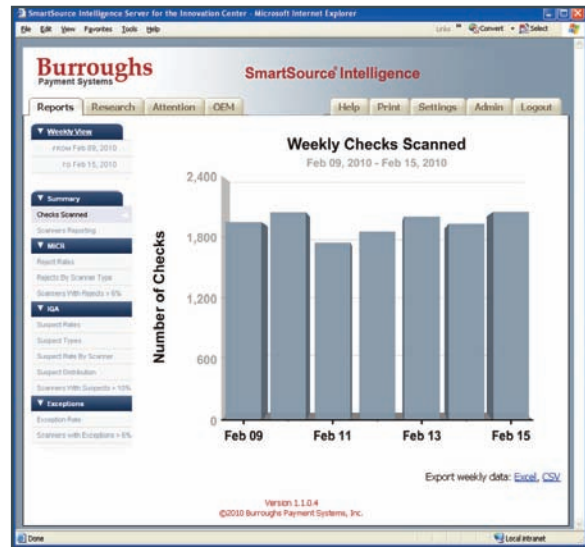

Figure 1 - Weekly Checks Scanned

Figure 2 shows how a financial institution reporting structure could be represented by SSI. SSI's hierarchical view contains three levels: Enterprises, Establishments and Devices. For example, Enterprises could be defined as regions and Establishments could be branches.
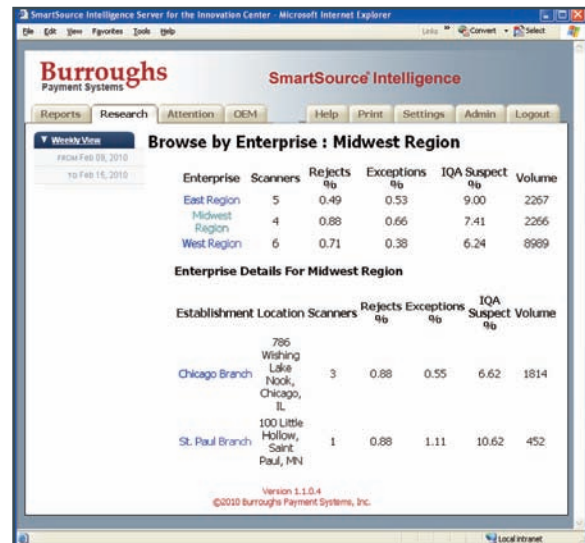

Figure 2- Enterprise / Establishment View of Organization

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Figure 3 shows the SSI Image Quality Assessment (IQA) Suspect Type report displaying the number of checks with IQA suspects for a given time period. SSI reports IQA data for scanners that are capable of reporting IQA results.
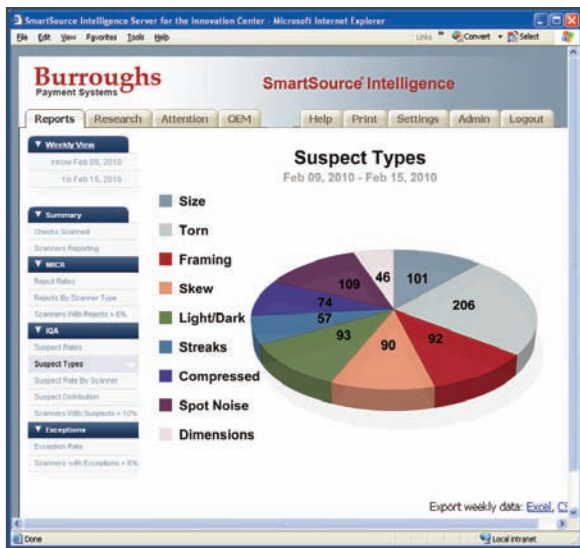

Figure 3 - IQA Suspects by Type

Figure 4 shows the SSI Exception Hotlist report displaying scanner exceptions that occurr in the timeframe you select. Each column can be sorted to provide the view you need to quickly address scanners that are reporting exceptions.
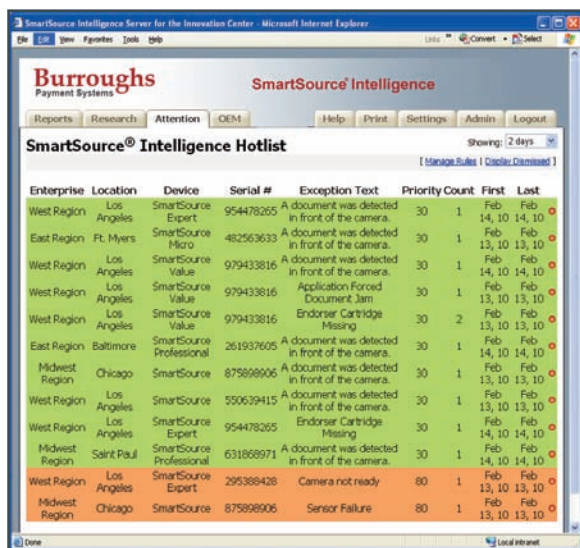

Figure 4–SSI Hotlist of Scanner Exceptions

Operational Requirements

The SSI software runs in a Windows-based environment and consists of five components.

- **SSI Server Software:** Contains the SSI browser-based report interface, web server and database that resides on a server.

- **SSI Server Entitlement:** Is scalable based on the maximum number of devices monitored. Available license tiers are 100, 500, 1,500, 2,000, 2,500, 3,000, 5,000 and unlimited number of devices.

- **SSI Client Software:** Resides on the client PC and works with the scanner API to collect scanner statistics then sends this data to the SSI Server software at an interval you can specify.

- **SSI Client Adaptor:** Optional software needed when the scanner API software is not "SSI-ready" and also resides on the client PC.

- **SSI Upgrades:** Allows existing SSI environments to increase the maximum number of devices monitored.

SSI Server PC Requirements

A server that monitors as many as 2,000 scanners should have the following minimum hardware requirements:

- Dedicated or virtual server
- Operating systems supported:
  - If installed on a PC, either WindowsXP Professional (32-bit) or Windows Vista Business (32-bit) may be used
  - If installed on a server, Windows Server 2003 or 2008 (32-bit) is also supported
- Single Xeon 1.86 Ghz dual-core processor
- 4 GB RAM
- 300 GB available disk space
- 10/100 Base-T network interface card

SSI Client PC Requirements

Client PCs are PCs that drive scanners

- Microsoft Windows XP, Vista Business or Windows 7 (32-bit)
- Pentium 4 CPU or higher
- 256 MB RAM (minimum)
- 20 MB available disk space
- 10 base-t network

Sample of Scanners Supported by SSI

SmartSource Pro/Value/Adaptive	Kodak i60xx
SmartSource Micro	MagTek Excella MDX
SmartSource MicroEX	MagTek Excella
SmartSource Expert	MagTek Excella STX
MyVision X	MagTek MICRImage
Canon CR-180/180ll	NCR TS
Canon CR-25/55	Panini I:Deal
Digital Check CX 30	Panini VisionX
Digital Check TS	Pertech 6100
Epson Capture One	Reiner RS 900
Epson TM-J9x00	SEAC Orion, SB1500, SB1600
Glory FSM FB-20	Banktec Easy Scan
Glory FSM FB-8	CTS LS100, LS 150, LS515

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