



ENHANCED SERVICE LEVELS ES LA

HOW IT WORKS

- Achieving more than a 99% SLA uptime requires state of the art technology and experienced staff
- Managed by a team with a wealth of ATM experience, our UK based helpdesk is Retail-FCL's single point of contact for all queries
- Our software makes sure we see and deal with issues immediately
- With the ATM working efficiently service levels are maintained

CUSTOMER BENEFIT

- Highly efficient and streamlined system reducing remote fixes by 60%
- Improves profitability and keeps cost down to minimum level
- High productivity improves customer profits
- The ATM helpdesk team's experience reduce engineering cost
- Benefits short and long-term service advancement
- Prolonged extensive uptime through efficiently maintained services
- Cost effective system by means of reducing field services

ADVANTAGES



INCREASES DAY TO DAY TRANSACTION TIME



MARKETING LEADING SOLUTION IN THE ATM INDUSTRY



FAR GREATER SYSTEM FOR BOOSTING PROFIT AND MAXIMISING EFFICIENCY



SUPERIOR MANAGEMENT STRUCTURE FOR FUNCTIONALITY

