I B Solutions

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iB Management Solutions helps Sunwin to automate ATM lock code distribution

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iB Management Solutions' CIAS solution is allowing Sunwin to replace its manned Call Centre with an automated IVR solution to distribute ATM lock codes to crews, resulting in lower costs and increased call capacity.

smf online

By
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iB Management Solutions has worked with Kaba Mas, a leading lock manufacturer, to develop a third party solution called CIAS (Cencon IVR Automation System).

CIAS provides an automated telephone interactive voice response (IVR) service to security companies who need to distribute Kaba Mas Cencon 2000 ATM lock codes to their crews in order to replenish and service ATMs.

By automating the process, security companies can save costs and increase efficiency by eliminating the need for Call Centre agents to distribute codes via the telephone.

Business expanding rapidly

Sunwin Cash Processing Services is a subsidiary of the Co-operative Group and provides a CVIT service across the UK, including cash replenishment for a network of cash machines (ATMs). Sunwin's ATM servicing business has expanded sharply over the last few years from 700 ATMs to something around 3000 ATMs today. This has resulted in a five-fold increase in calls to support over 2,000 visits per day by security officers delivering fresh cash supplies.

Each ATM serviced by Sunwin is fitted with a Cencon 2000 self-powered ATM lock. To access an ATM, the crew member has to place an electronic smart key on the lock's key reader and then enter a unique 'One Time Combination' (OTC) opening code. To close the safe, the crew member keys in a unique 'close seal' code.

All codes can only be used with a particular key for a specific timed safe opening.

Call Centre agents providing OTC codes

Before introducing CIAS, Sunwin generated the codes using Kaba's Cencon 2000 System software. Crews would phone Sunwin's Bradford depot where Call Centre agents provided the OTC codes.

CIAS works with Centron 2000 software to offer security companies a highly scalable automated telephony solution for distributing OTC open and close codes for crews. Sunwin's Call Centre was proving costly to staff and agent capacity was limited. For Sunwin, IB Management Solutions installed CIAS on two dedicated servers connected to ISDN lines which can now accommodate up to 24 callers at any one time, with one server mirroring the other to provide total failover capability (and thus full redundancy in the event of any technical issues).

The CIAS solution supports front line maintenance personnel, where a maintenance engineer requires one-off access to a safe requiring repair. It also incorporates a route management system to provide security officers with access to a series of locks without contacting their dispatch centre between each opening.

CIAS also offers Sunwin a suite of reporting functions to enable effective monitoring of its operations.

Increase in code requests

Paul Smith (the managing director at iB Management Solutions) commented: "As Sunwin has grown its operation, our CIAS solution has grown with it. The number of ATMs that Sunwin now supports has risen nearly five-fold, with a corresponding increase in code request calls from their security officers."

Smith continued: "Our CIAS has removed the need for a manned Call Centre to distribute safe codes, replacing physical operators with a 24-hour a day IVR system which has increased in-bound call capacity six-fold. The CIAS solution focuses on efficiency and security, and has allowed Sunwin to enjoy rapid rates of growth."