Technology Done Better.

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?

As more and more check scanners are deployed in financial institutions and customers sites. 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.

SSI 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 anytime, 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. SSI can even report scanners that are NOT reporting in a given timeframe.

SSI Features

- User-friendly Dashboard interface
- Web-based reports available anytime, anywhere
- Ability to filter reports and export data
- User-developed automated alerts
- Enhanced user access and security features

Figure 1 - SmartSource Intelligence Main Page

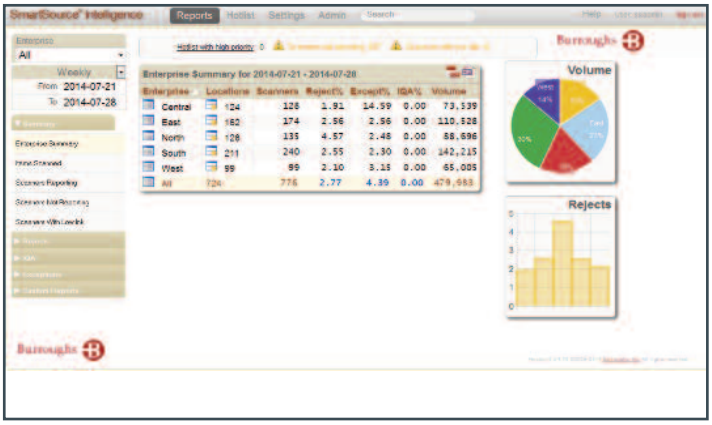


Figure 1 shows the SSI Main Page which displays an array of information about scanners deployed. SSI's hierarchical view contains three levels: Enterprises (Regions), Establishments (Branches) and Devices (Scanners). Reports can be created then sorted, filtered or exported as needed.

Figure 2- SSI Main Page detail – Fast Stats

Figure 2 shows detail of the SSI Main Page known as the Fast Stats box. In one glance, the number of High Priority exceptions, Scanners Not Reporting and Scanners with Low Ink are reported.

Figure 3 - IQA Suspects by Type

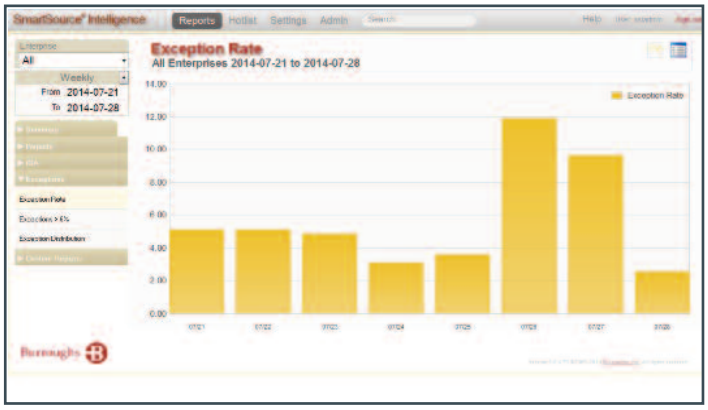


Figure 3 shows a typical graphical report. This example shows Weekly Exception Rate for all of the scanners in all enterprises and displays the percentage of scanner exceptions for the selected time period.

Figure 4–SSI Hotlist of Scanner Exceptions

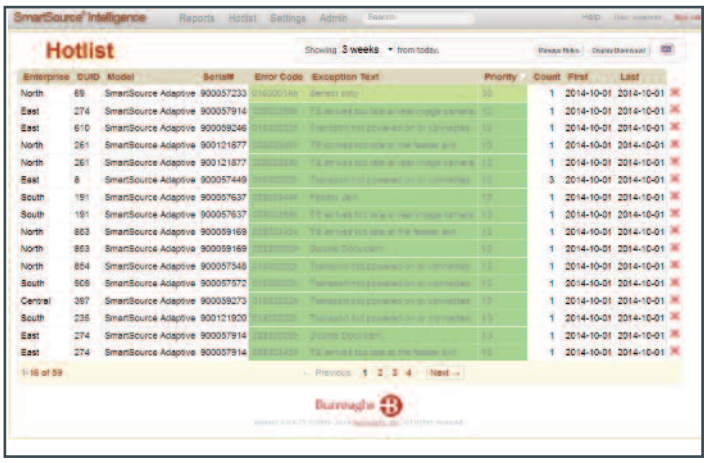


Figure 4 shows the Hotlist Report displaying detailed information about scanner exceptions that occurred in the timeframe selected. Each column can be sorted to provide the view you need to quickly diagnose and address potential scanner problems.

Operational Requirements

The SSI software runs in a Windows-based environment and consists of three components, two required and one optional.

- **SSI Server Software (required):** Contains the SSI browser-based report interface, web server and database that resides on a server. SSI 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 is also upgradable allowing an existing SSI license to increase the maximum number of devices monitored in 100 and 500 increments.
- **SSI Client Software (required):** 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". Also resides on the client PC.

SSI Server PC Requirements

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

- Dedicated central server or PC
- Operating systems supported:
  - Windows Server 2003 SP2 (32-bit or 64-bit)
  - Windows Server 2008 SP2 (32-bit or 64-bit)
  - Windows Server 2008 R2
- 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

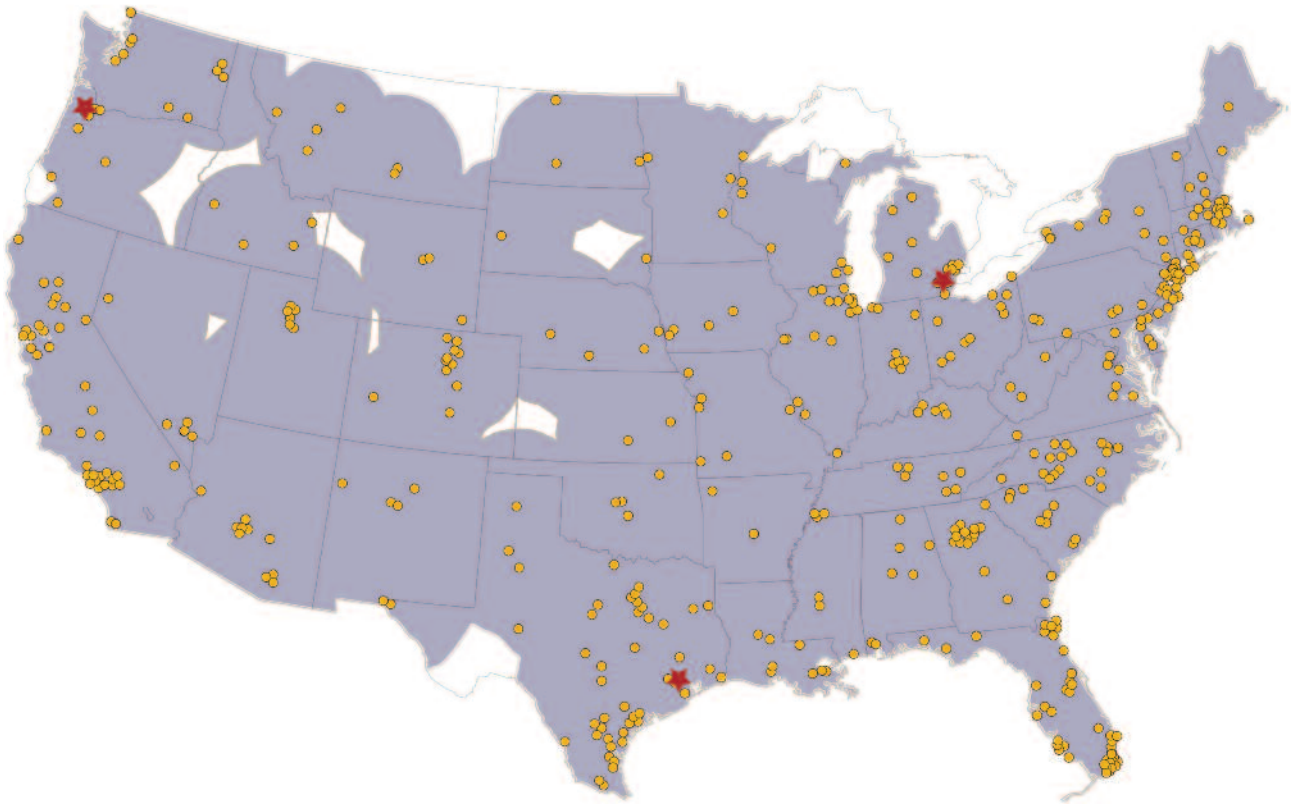
Client PCs are PCs that drive scanners

- Windows, Windows XP SP2 or later (32-bit), or Windows 7 (32-bit or 64-bit) *Note:* For Internet Explorer v7 or higher on Windows XP, SP3 is recommended instead of SP2.
- Pentium 4 CPU or higher
- 512 MB RAM (minimum)
- 40 GB Hard drive capacity
- 10 base-t network

The Burroughs Advantage

For over 100 years, Burroughs has provided customers access to world-class service, industry-leading technology and technical support for a diverse portfolio of payment-related products and services. In 2012, Burroughs expanded its already impressive service capabilities through the acquisition of Solvport and Absolute ATM.

As a result of acquisition and organic growth, Burroughs supports and maintains approximately 200,000 check and document imaging products, 60,000 onsite and off-premise ATMs, 15,000 intelligent safes systems and over 12,000 kiosk and self-service solutions annually.



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11/14

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