VNC DEVELOPER

Improving ATM efficiency with real-time screen sharing

RealVNC screen sharing software is used by thousands of organizations worldwide, including many installations with global financial institutions. As the original developer of remote access software, RealVNC provides reliable, responsive and secure connectivity to a wide range of ATMs, reducing the cost of maintenance and improving customer service.

• **Secure, centralized operating system upgrades**
• **Efficient, remote ATM maintenance and management**
• **Real-time, engaging customer support**

The financial industry relies on RealVNC software to meet in-house support requirements and the VNC SDK is increasingly being used to support traditional and Smart ATMs. The VNC SDK is an ideal choice for financial institutions and service providers focused on mitigating security risks, improving uptime, reducing support costs and enhancing the experience of their customers.

The addition of real-time screen sharing and control capabilities to your ATM estate management strategy creates a step-change in ATM control and business efficiency.

Key business drivers

System uptime

Increase the speed of problem identification and resolution

Operating cost

Reduce the need for, and duration of, on-site service calls

Customer satisfaction

Provide engaging real-time customer support that improves loyalty

Risk management

Mitigate the risk of old operating systems with centralized updates

Revenue creation

Demonstrate and sell new financial services through real-time customer engagement

PCI DSS compliance

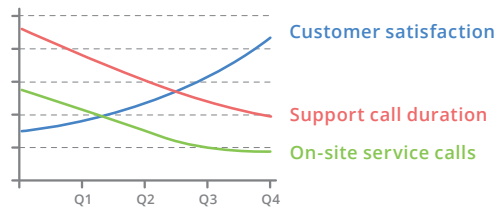Provide end-to-end encryption, multi-factor authentication and session auditing

Meeting your business and technology objectives

The support of your existing ATM network and the launch of next-generation Smart ATMs is complex and highly competitive. There are multiple internal stakeholders, each with their own business and technology priorities. In addition, you must be constantly aware of meeting your regulatory obligations, while delivering innovative services to your customers.

Establishing a clear understanding of customer needs and behavior is essential to success in this highly competitive market, allowing you to build a secure ATM strategy with the best possible service and support. The VNC SDK provides integrated remote access capabilities that underpin your business objectives and gives you critical insights for future growth and technology evolution.

Business Metrics

Customer satisfaction

Support call duration

On-site service calls

Q1   Q2   Q3   Q4

Meeting the expectations of your team

Business Line Vice President

Executive management will welcome the cost savings and revenue generation that can be achieved through greater ATM uptime, reduced security risks and a decrease in demand for on-site service. The ROI on support savings is compelling and easily measured, as is future revenue potential associated with increased customer loyalty.

Product Manager

Product managers appreciate the innovative possibilities that the VNC SDK brings to the evolution of their Smart ATM product roadmap. Real-time screen sharing with annotation gives customer support teams the capabilities they need to dramatically improve user engagement. Advanced encryption, multi-factor authentication and session auditing means you can have happy customers and support your regulatory compliance obligations (e.g. PCI DSS).

Integration Engineer

Engineers quickly recognize the technical strengths of the VNC SDK, a robust and comprehensive toolkit that provides the flexibility they need to develop outstanding products. Getting up to speed is easy with the sample apps and tools provided with the VNC SDK, and our SDK team is always available to provide engineering support when needed.

VNC SDK technology

VNC is a screen sharing protocol that allows a support engineer or customer service representative to connect securely to an ATM, watch its screen, and take control in real-time using mouse, keyboard or touch. Remote support engineers can also assist with on-screen annotation.

You simply integrate a 'VNC Server' component into your ATM applications, and a 'VNC Viewer' component onto computers or devices used by your support engineers or customer service representatives. It can also easily be embedded into a web portal or dashboard.

Your integration engineers take advantage of the extraordinary flexibility of the VNC SDK to customize the exact behavior to meet your customer service and business objectives.

Key technology benefits

Versatile
VNC is tried-and-tested for any scenario where the screen of a remote device must be viewed and controlled.

Simple to use
Our sample apps, documentation and friendly support team are here to get you up and running as quickly as possible.

Secure
Security is at the heart of our business. Full encryption and identity verification are built-in, plus there's plenty of other security features you can implement.

Cross-platform
Remote control of devices running Windows, Mac, Linux, Raspbian and Android from a huge range of desktop and mobile platforms, and most modern browsers.

Cloud and/or direct connect
Seamlessly connect using our Cloud discovery and connectivity service, or manage direct TCP connectivity yourself.

Rapid app development
Support for C, C++, Objective-C, Python, Java or JavaScript in your familiar development environment.

Sandbox testing
Unrestricted testing in our sandbox environment before you go live.

Remote customer support
- Cost-effective customer support
- Increased sale of premium services
- Improved community development

Customer
- More reliable ATM uptime
- Access to more services
- Greater customer satisfaction

On-site customer support
- Real-time customer support
- Better customer engagement
- Innovative customer services

On-site service team
- Fewer on-site service calls
- Reduced on-site service risk
- Faster problem resolution

Remote technical support
- Proactive operating system upgrades
- Improved maintenance management
- Reduced call handling time

RealVNC's unique experience and expertise with secure, real-time screen sharing significantly reduces the number of on-site service calls while mitigating security risks and increasing uptime.

The VNC SDK delivers a compelling business proposition

At RealVNC we're forging strategic partnerships with a wide range of financial service companies and ATM technology providers. These organizations see the value of connecting their Smart ATMs with integrated remote access capabilities. The VNC SDK accelerates product innovation, cuts support costs and mitigates security risks. Smarter products and more efficient operations not only improve your business, but also create happy, loyal customers. Talk to us today about how the VNC SDK can become part of your Smart ATM business strategy.

Pricing structure for the VNC SDK

To support your ATM business, we offer a very attractive royalty-based pricing model that decreases as your deployment volume ramps up. We recognize that every company has different price strategies and we will work with you to create a pricing structure that fits your business needs. More information about our pricing and partnerships can be found on the VNC Developer website.

Get started with the VNC SDK

The VNC SDK is available on our website for free evaluation in a sandbox environment. Our SDK team is available to work with you throughout the evaluation process, providing technical support, advice and guidance on best practice. Visit the VNC Developer website to download the VNC SDK and get started today!

To find out more visit www.realvnc.com/developer