

# An Open Software Platform that Drives Self-Service Networks to Integrate Across Touchpoints



Despite the move to digital and mobile technologies, the self-service channel remains a key component of a critical macro trend: connecting the physical world to the digital world.

Strongly influenced by experiences with personal computing, mobile technology and multichannel retailing, today's consumers define the ideal self-service experience as one that is easy, fast, secure, consistent and personalized. Our approach to self-service software matches that expectation and redefines how consumers connect with their financial institution (FI) or retailer, making the experience more intuitive, quick, safe and personal. With ProFlex4 as the single software interface, organizations are able to maximize efficiencies in maintenance and replenishment, and provide a consistent, interactive consumer experience regardless of the self-service manufacturer.

### **FLEXIBILITY TO STREAMLINE**

- Use of standard web technology (HTML5/CSS3) allows the creation of an outstanding customer experience, while keeping business logic separated from presentation
- Easily customize the application and processes via a common tooling suite for development, integration and optimization
- Supports business rules, messaging and marketing integration across multivendor environments for banking and nonbanking sectors

### **SEAMLESS, EFFICIENT CONSUMER EXPERIENCES**

- Allows consumers to change their preference settings independently at the terminal
- Enables the use of customer-based preferences, such as a personal fast cash amount, preferred language and receipt preference (email and SMS receipts require additional software)
- Makes customer and main menu layout selected bill mix a standard transaction capability where supported by the network
- Multi-channel-enabling (e.g. prestaged, cardless assist, or direct core transactions) as an option when connected to the Dynamic Transaction Engine

### **SIMPLIFIED PROCESS LESSENS COMPLEXITY**

- Facilitates clean project delivery with clear separate of R&D and Project deliverables
- Drag and drop features allows quick changes to design flow
- New technologies are easily added via a central and convenient system parameter configuration
- All changes are documented and supported by help and error check methods

## ProFlex4 Makes it Easier than Ever to Connect Physical and Digital Touchpoints.

### FEATURES

- Rich graphical interface
- Multichannel
- Industry standard protocols: CEN-XFS, IFX, NDC/DDC, SNMP, SOA, WMI and more
- Operating system support: No XP Support, Windows 7 and Windows 10

### SECURITY

- PCI compliance: PA-DSS 3.2 validated
- EMVco Level 2
- Remote Key Management

### CONFIGURABILITY

- Integrated development environment (IDE): ProFlex4 Tooling
- Simulation tools
- Test Tools
- Transaction flow
- Multiple languages
- Customizable receipts
- Voice guidance

### STANDARD TRANSACTIONS

- Account information
- Withdrawal, Fast Cash, Dynamic Currency Conversion
- Deposit (Envelope, Cash, Checks, Mixed, Parallel)
- Recycling
- Payments
- Prepaid top up
- Single Balance Print or Display, Print Statement, mini statement
- PIN Services: Change PIN
- Stamps, Coupons
- Multi-language, Audio Support
- Marketing integration
- Marketing Message on Paper Receipt
- Secure User and Role-Based Access, Financial Replenishment, Media Replenishment, Diagnostics, Vendor Diagnostics, Terminal Set-up

### CONNECTIVITY

Optional components can be purchased to extend the functionality of ProFlex4

- ProFlex4 Rich Client Manager
- Availability Management and Security capabilities offered via Managed Services

