



PROSEGUR
Security you can trust

PROSEGUR DEVICE MAINTENANCE SERVICES



**THE SINGLE SUPPLIER OF CHOICE
FOR COMPLETE DEVICE MAINTENANCE**





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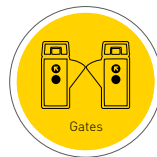
Prosecur is the single supplier of choice when it comes to complete maintenance services across device types Australia-wide. With a 24x7 Australian based call centre and dedicated technical experts in each state and territory, Prosecur is trusted in servicing over 75,000 ATM's including some of Australia's largest banks and credit unions across both metro and regional locations. Prosecur has a truly device agnostic approach that includes the deployment, maintenance and cash management for the following devices:



ATM



Cash automation services



Gates



Ticketing machines

THE PROSECUR DIFFERENCE

1. OPTIMUM REPORTING AND VISIBILITY OF STATUS

- Anytime, anywhere status reporting on all devices via an intuitive, cloud-based reporting platform.
- Full visibility of the status of your devices 24x7.

2. GLOBAL EXPERTISE WITH LOCAL HANDS

- Global know-how of maintenance services across multiple device types.
- Access to global technical experts who provide objective technical advice.

3. OUR FOCUS IS AVAILABILITY AND UPTIME

- We are focussed on best-of-breed industry benchmarking when it comes to device. uptime and availability for your peace-of-mind.

4. A PROVEN TRACK-RECORD

- Our experience with leading financial institutions and retailers globally demonstrate our capability in being the single supplier for all device maintenance services.
- Locally we have a large presence across financial institutions, retailers and the public sector within transport services.

5. NATIONAL GEOGRAPHIC COVERAGE

- With presence across each state and territory, we have a truly national reach.
- The map shows Prosecur's RBA-Approved Cash Centres and total points of presence Australia-wide.



OUR SINGLE SUPPLIER DEVICE MAINTENANCE OFFERING

Prosecur's highly scalable device maintenance solution provides a range of maintenance options for businesses of all sizes. Our single-supplier offering allows you to benefit from our global expertise of device agnostic deployment, maintenance and support.

PROACTIVE MONITORING

The active monitoring of a device for its status and uptime. Monitoring will identify any faults in the device and the severity of the fault, and if the fault is not identifiable, it will identify the fact that the device is offline or not operating in the manner intended.

24X7 AUSTRALIAN HELPDESK SUPPORT

A 24x7 Australian Service Centre available dedicated for customer enquiries, issues reporting and troubleshooting.

ZERO LEVEL MAINTENANCE

Remote fixing of a device where on-site attendance is not required. This service may include remotely accessing the device for software changes and reconfigurations, remote reboot of the device and more.

FIRST LEVEL MAINTENANCE

The first line of device maintenance where tools are not required to service the device. This level is designed to return a device to service within a 20 minute timeframe and is used to remedy stationary jams, cash jams, communication-line fault recovery, placing or removing advertising material, general cleaning and more. This service includes a security guard at all times for additional security.

SECOND LEVEL MAINTENANCE

The second line of device maintenance beyond the first line where the repair of a device is dependant on specialised tools.

THIRD LEVEL TECHNICAL SUPPORT

The final line of device maintenance that includes phone-based support and where necessary, field support via a Prosecur technical expert. There should be no escalation of a fault or device issue beyond this level.

PARTS RECONDITIONING

Parts reconditioning is the receipt of faulty parts and the reconditioning of those parts such that they can be redeployed in the field to a device with a minimum level of reliability as to their workmanship and last. Reconditioning will include, where appropriate, replacement of componentry within the part, and all required testing of the part to ensure its quality.

DEVICE INSTALLATION

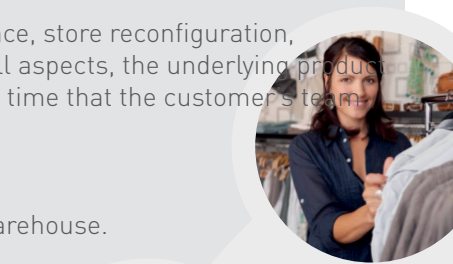
The ordering (where required) receipt, configuration, dispatch and transport, onsite acceptance, store reconfiguration, physical installation, testing, and training of devices. While not all installations will include all aspects, the underlying product will cover the end-to-end installation from the time that the customer selects a device to the time that the customer's team is operating the device.

DEVICE DEINSTALLATION

The physical and digital decommissioning of the device, return of the device to Prosecur's warehouse.

DEVICE REFRESH

The proactive identification of opportunities to refresh and upgrade your equipment.



COMPLETE CASH MANAGEMENT

Prosegur is your single supplier for a complete cash management solution. From traditional CIT to full device maintenance, cash automation services, ATM solutions and more. We've got you covered.



For a free cash management consultation
call **1300 661 773** or visit **www.prosegur.com.au**