

## ATM MANAGED SERVICES (ATM-MS)

### Activities

- ❖ Cash forecasting
- ❖ Cash Replenishment Services (including EOD / daily Servicing)
- ❖ Consumables Replenishment
- ❖ Replenishment of consumables (ATM JPT /RPT Rolls, Cartridges,)
- ❖ First Level Maintenance
- ❖ Second Level Maintenance
- ❖ Display and Replenishment of Publicity Materials
- ❖ House Keeping, Maintenance Services for the ATM

CCSL is Providing ATM Managed services to Canara Bank for **900 ATMs** at **20** locations viz.,

- |             |            |            |           |
|-------------|------------|------------|-----------|
| ❖ Bangalore | Pune       | Ernakulam  | Ahmedabad |
| ❖ Chennai   | Trichy     | Coimbatore | Lucknow   |
| ❖ Hyderabad | Mysore     | Madurai    |           |
| ❖ Kolkata   | Mangalore  | Bhopal     |           |
| ❖ Mumbai    | Belgaum    | Chandigarh |           |
| ❖ New Delhi | Trivandrum | Agra       |           |

We are extending our ATM Managed service to another 2 locations viz., Lucknow and Ahmedabad very shortly.

## R & T Centre (Registrar and Share Transfer Agent Division)

The Registrar and Share Transfer Agent Division is having state-of-art technology to maintain the records and well experienced manpower to ensure prompt and smooth processing of Mutual fund units, Debentures and Bonds. This Division is also having direct VSAT connectivity with the depositors (viz) NSDL and CDSL for RTA operations, to provide excellent services to corporate clients / Investors.

Clients: Banks, NBFCs, Govt. Organizations and Private companies.

## PRE-DISPATCH AND POST DISPATCH INSPECTION SERVICE (PDI)

Pre-Dispatch Testing is done to ensure that the vendor supplies the systems as per the configuration / specification stipulated by the clients. Through the process of PDI we are able to establish the conformity of the product specifications vis-a-vis the purchase order placed on the vendor. It also ensures the value for the money, the quality and the consistency of the product.

The testing for computer systems will be done as follows:

Independent product testing of computer hardware, peripherals and networking equipments like Servers, Desktops, Laptops, Storage, routers, modems and switches.

- ❖ Configuration test
- ❖ Functional test
- ❖ Performance test
- ❖ Load test
- ❖ Burn-in test
- ❖ Safety tests

CCSL has been retained to perform Pre Dispatch testing of computer Hardware systems for Banking/Finance, Government and other Sectors. CCSL can depute its technical experts to manufacturers' locations to do Pre Dispatch Inspection and to customer locations to do Post Installation verifications.

While conducting PDI we will test each product physically and certify the specification, quality and the consistency of the product. Clients will be ensured by us about the quality. If any deviations found in the products specification or performance same will be intimated to client and they ask vendor to replace the products.

- ❖ Pre Dispatch Inspections
- ❖ Installation of IT hardware at customer premises
- ❖ On-site IT installation testing (Post Dispatch Inspection)

- ❖ Third party on-site IT installation verification

## **Clients**

Canara Bank, Vijaya Bank, Andhra Bank, Indian Bank, Indian Overseas Bank, Union Bank of India, Punjab National Bank, Syndicate Bank, Dena Bank, Bank of Baroda, Pragathi Gramina Bank, Pandyan Gramina Bank, South Malabar Gramin Bank, Karnataka Gramin Bank.

### **UTILITY PAYMENT KIOSKS - ATP MACHINES**

As a part of Business Process Outsourcing activity, CCSL has installed Any Time / Any where Payment Machines to collect payments at Electricity Supply Companies. The machine can also be configured to collect other utility payments.

After the installation of ATP machines, Electricity consumers are making their payment at their convenient time and in convenient place. The machine accepts cash payment to nearest five rupees. In case of excess payment, excess amount received by the machine will be printed on the receipt and adjusted for next month billing period. While making payment, the Machine also guides the consumer through voice.

## **Benefits to Consumers**

- ❖ Pay at convenient time (i.e., 24 X 7 Payment)
- ❖ Pay anywhere in Bangalore City
- ❖ Accepts Payments for Bar-Coded & Manual Bills
- ❖ Multimedia effect to help customer for easy operation
- ❖ Accepts Cash, MICR Cheques, Demand Draft & Pay-order
- ❖ Accepts Rs.500/-, 100/-, 50/-, 20/-, 10/-, 5/- currencies
- ❖ Facility to make payments for multiple bills

## **Clients**

- ❖ Tamil Nadu Electricity Supply Board (TNEB)
- ❖ Bihar State Electricity Board (BSEB)
- ❖ Jharkhand State Electricity Board (JSEB) – For Ranchi & Jamshedpur
- ❖ Bangalore Electricity Supply Company Ltd.,(Contract Period Completed)