Banking & Finance | Global

A bank cut ATM downtime by 40% across its nationwide network

A large bank replaced manual ATM monitoring and maintenance scheduling with tracked work orders and preventive plans, cutting downtime and maintenance costs across its nationwide ATM network.



40% less ATM downtime

25% lower maintenance-related expenses

20% higher customer satisfaction scores

AT A GLANCE

INDUSTRY
Banking

SIZE
Large

LOCATIONS
Nationwide ATM network

PREVIOUSLY
Manual monitoring and scheduling

FEATURES USED
Connected | Maintenance | Work | Assets

01 The client

The client is a leading bank running an extensive ATM network across the country.

Every machine has to be available, serviced and repaired quickly when it fails. With ATMs spread widely, keeping track of faults and maintenance by hand had become slow and costly.

02 The challenge

ATM monitoring, maintenance scheduling and fault resolution were all manual. The result was avoidable downtime, higher costs and customers who found machines out of service.

- No live view of which ATMs were down.
- Maintenance scheduled by hand, so servicing slipped.
- Slow fault resolution kept machines out of service.
- Manual work drove up operating costs.

03 What they set up in Asset Infinity

The bank set up its ATM network in Asset Infinity, with each machine in the asset register and its faults and servicing handled as work orders.

Connected

Monitoring devices on each ATM

Monitoring devices report each machine's status. When a reading crosses its limit, a work order is raised automatically instead of waiting for a complaint.

Maintenance

Scheduled servicing

Preventive plans service every ATM on schedule, so maintenance no longer depends on someone remembering it.

Work

Fault resolution tracked

Each fault becomes a work order with an owner, a status and an SLA timer, from report to signed-off close.

Assets

One register of ATMs

Every machine is recorded with its location and history, so repeat failures and costly sites are easy to spot.

04 How it works day to day

Here is how an ATM fault is handled across the network now.

SYSTEM

Detects the fault

A monitoring device on the ATM reports a reading past its limit, and a work order is raised against that machine.

MAINTENANCE COORDINATOR

Assigns a technician

The coordinator dispatches the job to a technician, who is notified in the mobile app with the ATM's location and history.

SYSTEM

Runs the SLA clock

An SLA timer runs from the moment the fault is raised, and reminders go out when a job waits too long.

TECHNICIAN

Repairs and closes

The technician records the work done, adds notes and photos, and closes the work order once the ATM is back in service.

SYSTEM

Keeps servicing on schedule

Preventive plans raise routine servicing for every ATM on its due date.

OPERATIONS HEAD

Reviews performance

Dashboards show downtime, open faults and maintenance costs by machine and region, pointing to the ATMs that fail most.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Monitoring	Manual	Devices on each ATM raise work automatically
Maintenance scheduling	By hand	Preventive plans for every machine
Fault resolution	Slow and untracked	Work orders with owners and SLA timers
Downtime	Frequent	40% lower
Maintenance costs	Rising	25% lower

06 How it rolled out

1

Workflows assessed. The bank and Asset Infinity's team analyzed ATM maintenance workflows and pain points.

2

Configured to their process. Fields, plans and alerts were set up to match the bank's requirements.

3

Monitoring connected. Monitoring devices on each ATM were connected so faults raise work automatically.

07 The results

15% higher operational efficiency, with fewer manual interventions

- Faster issue resolution kept more ATMs in service
- Maintenance tasks scheduled, tracked and resolved in one place

08 Why it worked

Faults found without a complaint

Monitoring devices raise work as soon as a machine reports a problem, so repairs start sooner.

Every fault has an owner

Work orders and SLA timers make delays visible, so no ATM stays down unnoticed.

History per machine

Each ATM's fault and service record shows where maintenance money is going.

09 Looking ahead

By moving ATM monitoring and maintenance into one system, the bank cut ATM downtime by 40% and maintenance-related expenses by 25%, and customer satisfaction scores rose by 20%.

Each machine's history now builds up with every fault and service visit, giving the bank the data to decide which ATMs to service more often and which to replace.

See it on your own assets

A 30-minute demo, set up for a bank or ATM network operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial