

# 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 omnichannel 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 VCP-Pro 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 hardware 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 Vynamic Transaction Engine

## **SIMPLIFIED PROCESS LESSENS COMPLEXITY**

- Tooling suite facilitates clear separation of Product and Project deliverables to streamline feature delivery
- Drag and drop features allows quick changes to design flow
- New technologies are easily added via a central and convenient system parameter configuration
- All project changes are captured and documented by the tooling suite with automatic error checking

## VCP-Pro Makes it Easier than Ever to Connect Physical and Digital Touchpoints.

### FEATURES

- Rich graphical interface
- Omnichannel integration
- Industry standards and standard protocols: CEN/XFS, 91x, NDC, SOA, WMI and more
- Operating system support: Windows 10

### SECURITY

- PCI compliance: PA-DSS 3.2 validated
- EMVCo Level 2
- Remote key management

### CONFIGURABILITY

- Integrated development environment (IDE): VCP-Pro tooling
- Simulation tools
- Test tools
- Transaction flow
- Multiple languages
- Customizable receipts
- Voice guidance

### STANDARD TRANSACTIONS

- Fully touchless withdrawal
- Contact and contactless identification
- Account information
- Withdrawal, fast cash, customer-selected bill mix
- 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

Note: VCP Pro is powered by ProFlex4

### CONNECTIVITY

- NDC / 91x
- TPAPI into Vynamic Platform (dual rail or terminal driving)
- Custom (e.g. web services...)

### OPTIONAL COMPONENTS CAN BE PURCHASED TO EXTEND THE FUNCTIONALITY

- Availability management and security capabilities offered via managed services

