EyeOT MONITOR

Banking on the Right Network Monitoring and Management

Financial services companies struggle to balance network needs and increasing system complexity. Here is how EyeOTmonitor can help.

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Financial services companies struggle to balance network needs and increasing system complexity. This paper describes how EyeOTmonitor can help financial institutions manage and monitor their assets.

INTRODUCTION

Enterprise networks are the lifeblood of financial services companies, supporting revenue-generating transactions 24/7. However, other technologies in the financial sector are gaining traction through the Internet of Thinks (IoT) industry. As financial institutions are adding these capabilities to their solutions stack, it is becoming more difficult to manage and support them. EyeOTmonitor's RMM+ (Remote Management, Monitoring, Plus More) platform empowers financial institutions to keep their networks running without breaking the bank.

As bank branches become smarter, more Automated Teller Machines (ATMs) are rolled out, and financial wearable technology (Fintech) becomes mainstream consumer requirement, financial institutions find themselves not only managing their internal enterprise networks but also solutions and devices that integrate into them.   Fintech market is expected to reach $309.98 billion with a CAGR of 24.8% by 2022, according to Financial Services Global Market Report from 2019. As society benefits from better customer service, quick access to financial data, and faster transaction processes, security vulnerabilities and device management become more challenging.

FEATURES

TOPOLOGICAL AND GEOGRAPHICAL MAPS

Maps can show physical and logical interconnectivity between devices on the network. This allows quick and easy understanding of device dependencies that can lead to quick problem solving

MANAGE MULTIPLE CUSTOMER ENVIRONMENTS

Technicians can manage multiple customer environments at the same time by selecting the customer from a dropdown menu. Perfect for on-the-go management

TOPOLOGY MAP
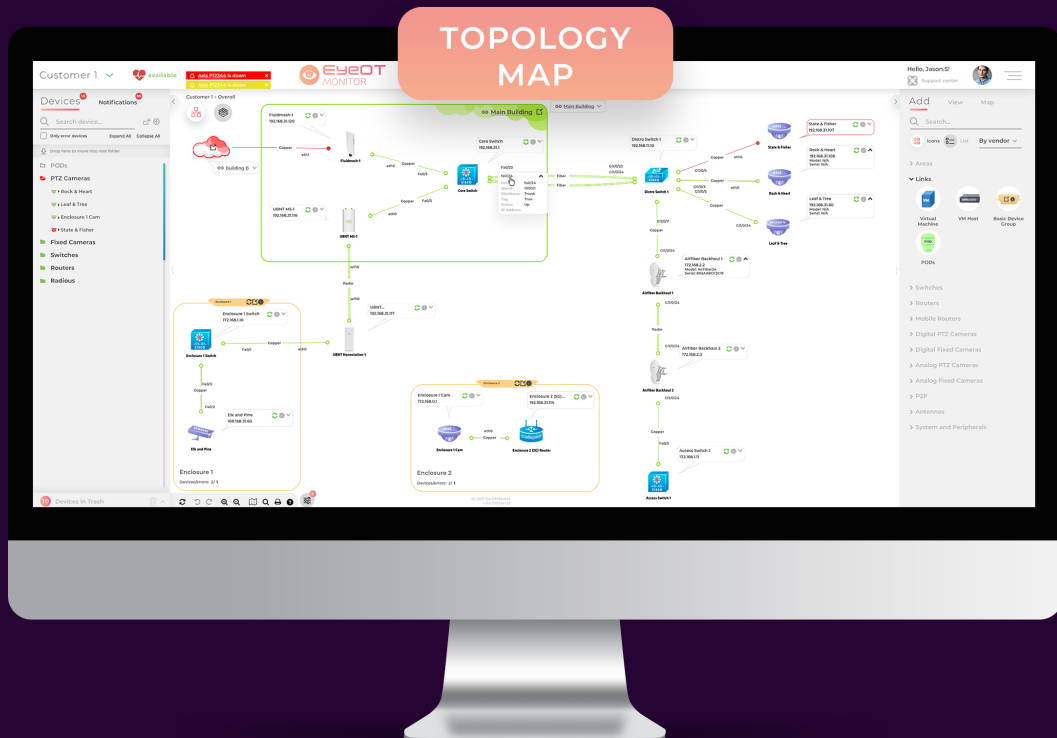
REMOTELY MANAGE DEVICES

Users can quickly and securely access their devices through our user interface via different protocols.

NO CODING SKILLS REQUIRED

Users will be able to monitor devices and software without writing a single line of code.

ADVANCED SYSTEM & NETWORK MONITORING FEATURES

Verify VLANs, throughput, per-port PoE, err-disabled ports, and more. Fully integrated with Cisco, VMware and other traditional infrastructure vendors.

DEEP INTEGRATION WITH MULTIPLE VENDORS

EyeOTmonitor uses multiple protocols including SNMP, ONVIF, WMI, and APIs to integrate with multiple vendors. Once the device is added the data is already structured and parsed for customers to understand quickly.

KEEP THE CASH FLOWING

Banks have deployed extensive ATM networks. They often place the devices in every town and city across their regions, and in densely populated areas, they usually station multiple ATMs. Consequently, the market for these systems is growing: Allied Market Research expects worldwide revenue to reach $21.9 billion in 2020, representing a Compound Annual Growth Rate of 7.7% since 2015.

Financial institutions need a number of tools to ensure that their ATMs operate well. First, they must keep the network and the terminals up and running. Whenever an ATM goes down, a bank loses revenue, and if it becomes a common occurrence, they lose customers as well as a negative impact on a bank's image. Solutions from vendors, like Diebold, NCR, and Nautilus (feel free to add and subtract) help to keep the transactions moving.

Banks also need to ensure that these systems are secure. Managing these devices is challenging because banks face a growing list of regulations, in areas, like encryption, Endpoint Protection Platform (EPP), and Payment Card Industry (PCI) compliance. Suppliers, like Cisco Systems Inc., Palo Alto Networks, and Symantec, (feel free to add and subtract), offer help here.

Banking branches are becoming equipped with new technologies that integrate with fintech to better support consumers. They can help with user identifications, faster deposits and with drawls, etc. Banks are also updating their CCTV systems to support video analytics to identify long lines and unusually activity. All of these capabilities are separate solutions with their own respective hardware, software and management interfaces.   EyeOTmonitor consolidates all of these systems into a single user interface so that financial institutions and their managed service providers can quickly diagnose problems.

GEO MAP

LEGACY SYSTEMS' MANAGEMENT MISHMASH

In addition, these institutions have many other traditional applications they need to maintain, all supporting various financial interactions. To keep the apps running and the business growing, financial services suppliers rely resilient and secure infrastructure from vendors, like Cisco, VMware, and Dell. These suppliers have legacy systems as well as new products supporting Software Defined Data Center (SDDC), basically cloud, systems.

Networking technologies have been also changing. Vendors are migrating away from hardware-based systems to Software Defined Networks. Wireless technologies are playing an increasing role in financial networks. The variety of possible solutions, such Wi-Fi, P2P (point-to-point), 4G/5G, WPAN (Wireless Personal Network), and LPWAN (Low-Powered Wide Area Network), is growing. Corporations, like Siklu Wireless, Cradlepoint, and Ubiquiti, offer such products.

Cloud is gaining traction among financial services companies. Amazon Web Services (AWS), Microsoft, and Google have emerged as the top three suppliers, but every other technology company is busy writing its own cloud story.

As a result, financial services organizations have a collection of management solutions that were not built to work with one another.

EYEOTMONITOR DELIVERS RMM + MORE

EyeOTmonitor's RMM+ was built to soothe these corporate pain points. The platform consolidates various management solutions into a single pane of glass, so financial institutions perform more effectively. Managed Service Providers (MSPs) gain flexibility as well as efficiency enabling them to monitor multiple customers without incurring significant coding challenges or additional personnel costs.

The platform's advanced mapping capabilities deliver real time visibility into the entire infrastructure and support network topologies, geo-based mapping, and state-of-the-art discovery features. Its analytics functions enable administrators and systems integrators to monitor system performance and keep financial transactions moving.

Nowadays, demands in financial services are high. With EyeOTmonitor, banks gain the management capabilities needed to keep their networks up and running cost effectively.

# HOW IT WORKS

TECHNICIAN

EyeOT MONITOR

CUSTOMER 1
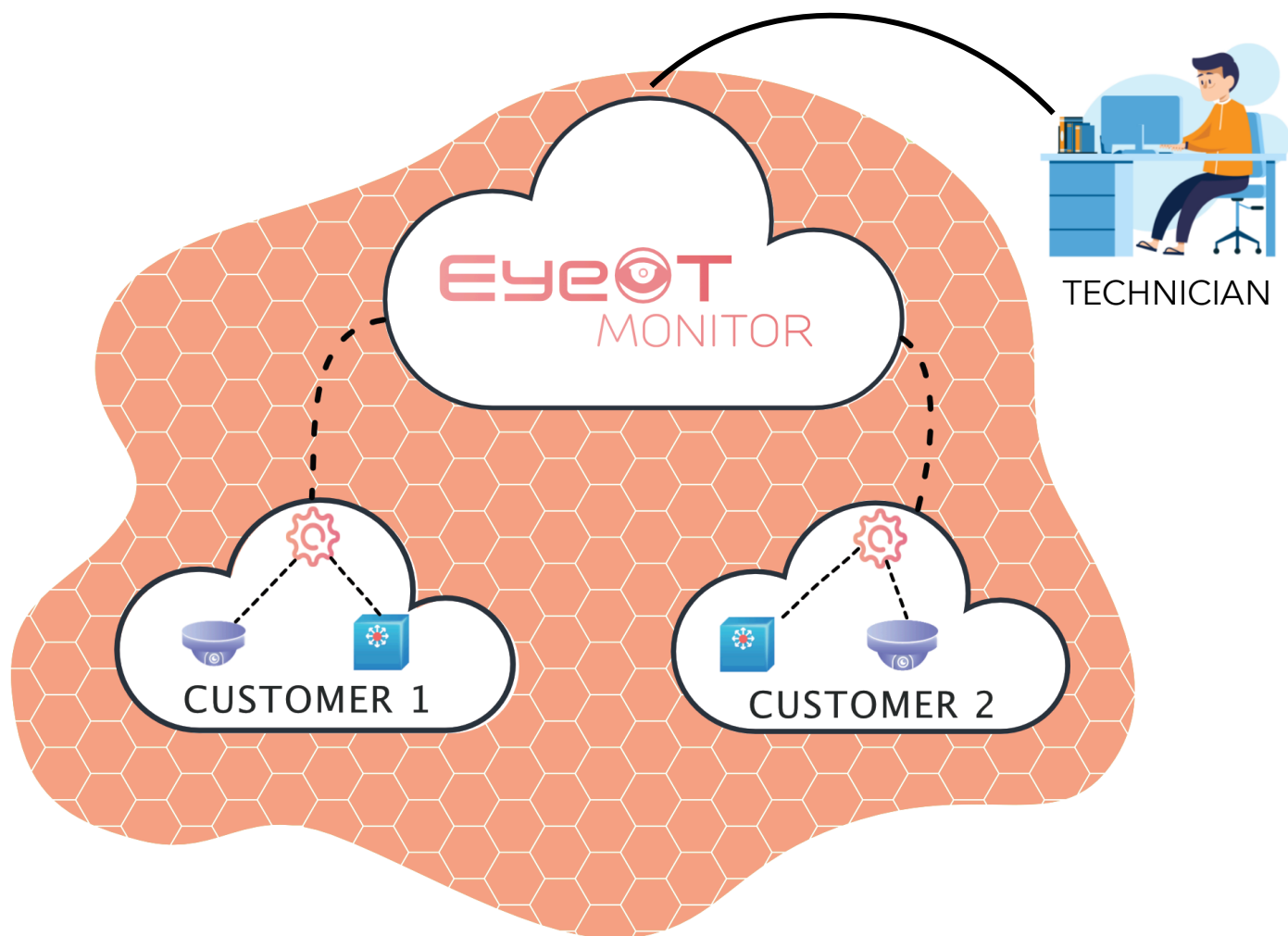
CUSTOMER 2

1 Agents are installed on customer networks

2 User specified which devices/software they would like to monitor and brings devices into the system with proper login information

3 Agents connect to devices or software via different protocols including SNMP, ONVIF, WMI, Aps, etc.

4 Agent securely connects to the EyeOTmonitor cloud over HTTPS to publish the data it obtains from software systems or hardware that it monitors

5 Users are able to securely gain access to customer environments from anywhere in the world.

INTEGRATIONS

Fintech
Credit Card processing systems,
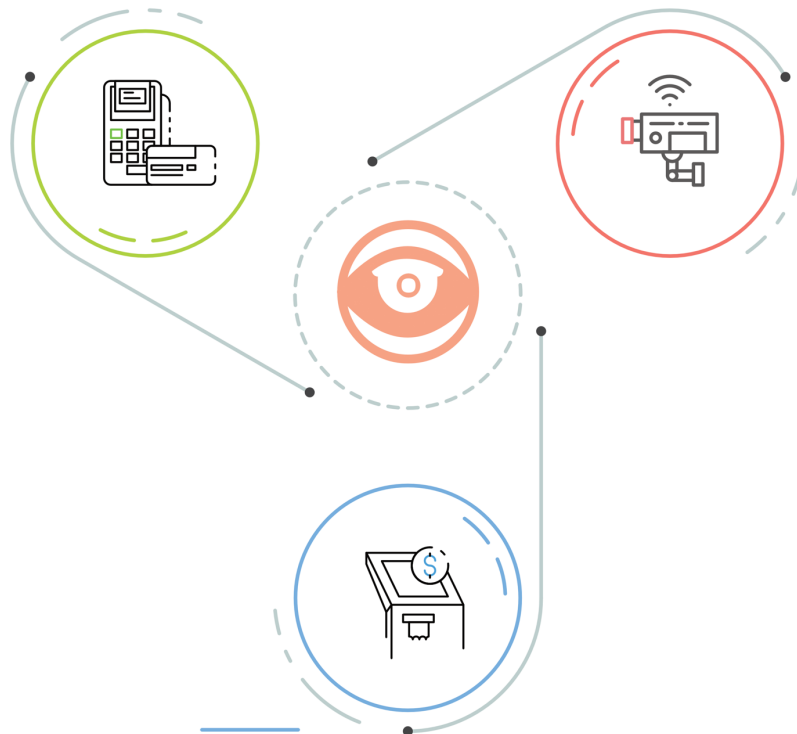
Smart CCTV
Video management systems, access control systems, gunshot detection systems

ATMs
ATM Machines from multiple vendors

- EyeOTmonitor integrates with different banking solutions, both hardware and software

- Network and system vendor integrations allow customers to understand how banking solutions connect across existing infrastructure

- Customers can request specific vendor integrations

- Multiple protocols can be used to integrate with multiple vendors including SNMP, WMI, ONVIF, or APIs

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