

Toward Services Consolidation - ATM Management Outsourcing

<https://marketpublishers.com/r/T8352295106EN.html>

Date: October 2010

Pages: 42

Price: US\$ 2,995.00 (Single User License)

ID: T8352295106EN

Abstracts

License Price: US\$ 7,490.00

Introduction

ATM management outsourcing is a growing area that is now being considered by many banking executives, particularly those struggling to get capital for their investments but who still have to tackle aging technology assets, those interested in quick expansion in emerging markets, or those who have difficulty in managing recently quickly expanded larger networks.

Features and benefits

The idea of not owning the equipment but renting it together with associated services is a pain-reliever for many.

Alternative approaches to manage costs, assess their legacy infrastructure, and consider customer engagement models.

Highlights

Implementation of ATM management sourcing is a major change project with strategic implications and multiple stakeholders and one that requires experience with the management of external suppliers with varying capabilities.

Your key questions answered

Assess all of the potential benefits and the associated direct and indirect risks.

Any external engagement needs to align with the bank's strategic goals and direction.

Define the types and maturity of services being delivered through the ATMs now and in the future.

With outsourcing being a major change program, engage at a pace and speed that fit.

Contents

SUMMARY

Catalyst

Ovum view

Key messages

The growth of cash in circulation and associated cash-handling costs drive the demand for efficiency

Assessment of likely risks and benefits is key

ATM management outsourcing implementation is a major change project

Maturing outsourcing capabilities drive interest within banks

ATM MANAGEMENT OUTSOURCING FUNDAMENTALS

The growth of cash in circulation and associated cash-handling costs drive demand for efficiency

Outsourcing is on the rise

Hardware as a service is already a tested idea

The drive toward raising efficiency and increasing satisfaction levels in the ATM channel may lead to outsourcing

MAKING THE OUTSOURCING DECISION

Outsourcing is a major, potentially fraught, decision

Banks need to approach ATM management outsourcing from a high-level strategic viewpoint

Outsourcing is gaining traction

Assessment of likely risks and benefits is key

ATM management outsourcing strategy will drive the vendor relationship model

Sourcing objectives and constraints need to be carefully analyzed

The financial model is the final dimension

ATM MANAGEMENT OUTSOURCING COMPONENTS

Outsourcing implementation is a major change project

All key ATM channel stakeholders must be part of the implementation journey

Banks need to analyze the TCO of the management of their ATM fleets

Banks need to evaluate the efficiency of various outsourcing options

Banks need to look at management of the ATM channel through cost-efficient integration of the various service components

ATM MANAGEMENT VENDOR EVALUATION

Vendor selection is the foundation for further implementation

Flexible approach to vendor selection is on the rise

Comprehensive ATM management offerings evolve from various sources

RECOMMENDATIONS

Overview

Recommendations for enterprises

Assess all of the potential benefits and the associated direct and indirect risks

Any external engagement needs to align with the bank's strategic goals and direction

Define the types and maturity of services delivered through the ATMs

Outsourcing is a major change program so engagement should be at a pace and speed that fit

Initial screening checklist for ATM management outsourcing

Recommendations for vendors

Aim to provide a complete customer-focused solution

Leverage the ATM outsourcing as a relationship expansion opportunity, not just a transaction

Embrace alternative pricing models

APPENDIX

Further reading

Methodology

Authors

Ovum Consulting

Disclaimer

Figures

FIGURES

Figure: Technology spending is forecast to resume growing in 2011

Figure: Outsourcing trends versus other sources

Figure: ATM management outsourcing drivers

Figure: Post-crisis market trends in ATM management outsourcing

Figure: Please rate the importance of the following business objectives to your IT investment strategy

Figure: The approach to ATM management sourcing strategy

Figure: Alternative relationship models for supplier management

Figure: Sourcing objectives and constraints

Figure: Stakeholders at ATM channel

Figure: ATM management cost components – global average split

Figure: Which costs are included within your ATM budget allocation?

Figure: An evolved service model

Figure: An example of a new service model

Figure: Traditional vs flexible approach to vendor selection

Figure: Competitive landscape

I would like to order

Product name: Toward Services Consolidation - ATM Management Outsourcing

Product link: <https://marketpublishers.com/r/T8352295106EN.html>

Price: US\$ 2,995.00 (Single User License / Electronic Delivery)

If you want to order Corporate License or Hard Copy, please, contact our Customer Service:

info@marketpublishers.com

Payment

To pay by Credit Card (Visa, MasterCard, American Express, PayPal), please, click button on product page <https://marketpublishers.com/r/T8352295106EN.html>

To pay by Wire Transfer, please, fill in your contact details in the form below:

First name:
Last name:
Email:
Company:
Address:
City:
Zip code:
Country:
Tel:
Fax:
Your message:

****All fields are required**

Customer signature _____

Please, note that by ordering from marketpublishers.com you are agreeing to our Terms & Conditions at <https://marketpublishers.com/docs/terms.html>

To place an order via fax simply print this form, fill in the information below and fax the completed form to +44 20 7900 3970