

Optimise revenue opportunities and control of your terminal network

The NETms – Payphones and WebPhones



The NETms enables operators to optimise the configuration and availability of their terminal network through a scalable, modular solution supporting the complete portfolio of X2 Connect terminals.

The NETms builds upon X2 Connect considerable skills and experience in the development and deployment of remote terminal management systems to provide operators with a 'best in class' solution to manage a profitable terminal network.

Business Benefits

The NETms enables customers to achieve:

- Cost of ownership minimisation - Through the remote configuration and remote monitoring of the terminal network.
- Optimisation of revenue streams- Through the configuration of terminals tailored to their location and support for all popular payment methods.
- Informed decision making – Through the provision of key performance indicators and detailed terminal usage reporting.
- Scalable implementations – Through a software architecture based on proven, well-supported Microsoft technologies deployed on the Windows Server family platforms.

Integrated Solution

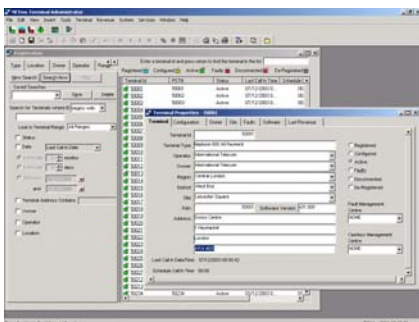
The NETms is an integrated terminal management solution supporting the complete portfolio of X2 Connect payphones and multi-media terminals within a single solution. It achieves this through a modular architecture comprising core and terminal specific modules enabling a solution tailored to the characteristics of an operator's terminal network.

Core Competencies

The NETms provides the following core competencies of managing a terminal network:

- Terminal configuration
- Terminal monitoring
- Terminal reporting
- Terminal payments
- Data Warehouse reporting

Terminal configuration – NETms enables configuration of every aspect of the terminal at an individual terminal, groups of terminals or the network as a whole. This flexibility is achieved through a feature-rich user interface simplifying the whole configuration process.



Terminals

- NET 200
- NET 300
- NET 800
- NET 1000
- Sapphire
- Zircon
- PP5000

Specification

- Microsoft Windows NT / 2000 / 2003
- Microsoft SQL 7 / 2000 / 2005
- Microsoft Internet Information Services 5

Terminal monitoring – NETms enables the operator to identify service affecting terminal problems, interrogate and initiate corrective action. This is achieved through categorisation of alarm severity, remote polling of the terminal and automatic remote notification to field engineers.

Terminal reporting – NETms enables decision makers throughout the organisation to base their decisions on accurate concise information relating to the revenue earning performance of terminals, the types of usage and the payment types used. This is achieved through parameterised, statistical reporting derived from the data received each day from the terminals. An open storage architecture based on SQL Server enables decision makers, if desired, to utilise their preferred data analysis tools to harness the information captured from the terminals.

Terminal payments – NETms enables the operator to support the wide variety of payment methods available on the terminal including Coins, Prepaid Smart Cards, Credit Cards, Eurochip and Electronic Purse schemes. The NETms Credit Card module provides on-line and off-line authorisation using ISO and APACS standards, interoperability with U.S merchant services, billing and stoplist management.

Data Warehouse reporting – NETms employs the Analysis Services and Reporting Services features of SQL Server for the long-term storage of revenue information. Cube processing is used for the creation of aggregate data for use by report queries.

The revenue data can be viewed via the NETms reports or a web-based browser.

Voice and Data Payphones

The NET300 voice and data payphones in conjunction with the NETms enables SMS messages sent from the terminal to be submitted onto the mobile network.

Additional revenue streams and valuable operator branding can be achieved through configurable advertising attached to the SMS message or on the enhanced QVGA display.

Enterprise Kiosks and WebPhones

NETms provides specific modules encompassing functionality dedicated to the support of the X2 Connect Enterprise Kiosks and WebPhone products.

These specialised NETms modules facilitate:

- Kiosk Revenue Optimisation
- Kiosk Monitoring
- Kiosk Analysis
- Kiosk Communication

Kiosk Revenue Optimisation – NETms enables the deployment of terminal applications, user interfaces and advertising tailored to their market sector locations. This is achieved through functionality enabling the creation of 'attractor' and 'banner' advertising campaigns and the targeted distribution of this advertising, terminal user interface and applications to dynamic groups of terminals using their terminals attributes such as location, owner etc.

Kiosk Monitoring – NETms enables the proactive monitoring of the health of terminal peripherals and applications. This is achieved through monitoring of the terminal 'heartbeat', real-time notification of alarms and the issuing of corrective actions such as remote reboot.

Kiosk Analysis – NETms enables decision-making relating to customer usage of kiosk services and applications and customer interaction with the advertising deployed on the kiosk. This is achieved through pre-defined suite of key performance indicator reports, implemented as rich client server or browser based reports accessible through an intranet or secured internet connection.

Kiosk Communication – NETms enables secure TCP/IP based communication through public Internet or LAN networks. This is achieved through a web service architecture utilising SOAP and XML implemented on the Microsoft Windows Server family platform.

Total Solution

X2 Connect offers considerable software development expertise and experience, enabling the integration of the NETms to customers' existing back-office systems and network infrastructure, thus achieving a seamless exchange of data and integration with customers' existing business processes.



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