Agility PR

iB Management Solutions	Title: Security Guard News Portal	

Sunwin replaces manned call centre with automated IVR solution to distribute ATM lock codes to crews
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Sunwin Cash Processing Services provides a cash and valuables in transit service across the UK, including cash replenishment for a network of cash machines (ATMs). Sunwin's ATM servicing business has expanded sharply over the last few years from 700 ATMs to now reach around 3000 ATMs today. This has resulted in a five-fold increase in calls to support over 2000 visits per day by security guards delivering fresh cash supplies.

iB Management Solutions, a security technology specialist, has worked with Kaba Mas, a leading lock manufacturer to develop a third party solution called CIAS (Cencon IVR Automation System). CIAS provides an automated telephone interactive voice response (IVR) service to security companies who need to distribute Kaba Mas Cencon 2000 ATM lock codes to their crews in order to replenish and service ATMs. By automating the process, security companies can save costs and increase efficiency by eliminating the need for call centre agents to distribute codes via the telephone.

Each ATM serviced by Sunwin is fitted with a Cencon 2000 self-powered ATM lock. To access an ATM, the crew member has to place an electronic smart key on the lock's key reader and then enter a unique 'One Time Combination' (OTC) opening code. To close the safe, the crew member keys in a unique 'close seal' code. All codes can only be used with a particular key for a specific timed safe opening. Before introducing CIAS, Sunwin generated the codes using Kaba's Cencon 2000 System software. Crews would phone Sunwin's Bradford depot where call centre agents provided the OTC codes.

CIAS works with Centron 2000 software to offer security companies a highly scalable automated telephony solution for distributing OTC open and close codes for crews. Sunwin's call centre at its Bradford depot was proving costly to staff and agent capacity was limited. For Sunwin, IB Management Solutions installed CIAS on two dedicated servers connected to ISDN lines which can now accommodate up to 24 callers at any one time, with one server mirroring the other to provide total failover capability and thus full redundancy in the event of any technical issues.

The CIAS solution supports both front line maintenance (FLM) personnel, where a maintenance engineer requires one-off access to a safe requiring repair. It also incorporates a route management system to provide security guards with access to a series of locks without contacting their dispatch centre between each opening. CIAS also offers Sunwin a suite of reporting functions to enable effective monitoring of its operations.

Paul Smith, managing director, iB Management Solutions, commented: "As Sunwin has grown its operations, our CIAS solution has grown with them. The number of ATMs that Sunwin now supports has risen nearly five-fold with a corresponding increase in code request calls from their security guards. Our CIAS has removed the need for a manned call centre to distribute safe codes, replacing physical operators with a 24-hour a day IVR system which has increased inbound call capacity six-fold. Solutions such as CIAS give Sunwin the edge over their competitors by focusing on efficiency, security and allowing Sunwin to enjoy rapid rates of growth in their business operations."