Bank of New Zealand continues to set the bar in ATM availability with the help of Intel® vPro™ Technology

Bank activates Intel® Active Management Technology on its fleet of NCR SelfServ™ ATMs

Bank of New Zealand (BNZ) is one of New Zealand’s largest banks and has been operating continuously since its first office was opened in Auckland in 1861. Today it operates as a subsidiary of National Australia Bank and employs over 5,500 people in New Zealand. With over 180 stores and a network of more than 450 ATMs, BNZ offers a full range of financial services to almost a million customers.

BNZ set out to improve operational efficiency and increase ATM uptime to provide a better customer experience. BNZ selected Intel® vPro™ Technology to reduce service interruptions and deliver best in class ATM availability and superior service to its customers. “At BNZ, we have a strong culture of innovation and continuous improvement due to our focus on delivering the best possible customer service levels”, said Paul Johnson, Channel Manager, ATM and Self-Service, Bank of New Zealand, “Intel’s vPro™ and Active Management technologies are a perfect fit for us. When deployed alongside NCR’s Predictive Services and Virtual First Line Maintenance which we launched earlier this year, the result is a powerful combination of robust, secure, efficient and cost-effective ATM estate management.”

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“Intel® vPro™ technology offers advanced remote management capability to help IT enterprises and service providers minimize ATM downtime and reduce needless physical support visits”, said Joe Jensen, General Manager, Intel Retail Solutions Division, “We applaud BNZ for their technological leadership and relentless pursuit of the highest possible levels of customer service and convenience.”

Intel® vPro™ technology includes Intel® Active Management Technology (Intel® AMT), which provides remote out-of-band management capabilities. When combined with a leading management tool such as McAfee® ePolicy Orchestrator™ with Deep Command, this advanced technology allows banks to reduce ATM management costs and increase uptime through:

- Secure remote power control to allow maintenance, backups, and monitoring independent of the operating state of the ATM
- Remote diagnosis and repair to reduce costly and time-consuming physical service visits by resolving problems and repairing them quickly from a remote console - even if the ATM is powered off or the Operating System (OS) is down
- Encrypted, remote security updates to speed deployment of critical patches, even to systems that are powered off or have a hung OS
- Automated proactive alerts to identify issues before they become problems or require costly repairs. These include alerts about missing or disabled software, memory usage, hard drive health, fans, and power supplies

After a successful lab trial, BNZ announced the activation of Intel® vPro™ Technology on its production ATM environment and has begun deployment to its fleet of over 400 NCR SelfServ™ ATMs.