

Automatic Teller Machines	ATM
<ul style="list-style-type: none"> The original Self-Service option, connected solely over the ATM Rails (network). Limited transactions based on a card/pin authentication and limited by the services provided over the ATM Rails. ATM providers charge a fee for every transaction across their network 	
Interactive Teller Machines Inntelligent Teller Machinens	ITM
<ul style="list-style-type: none"> ITM has been used as a catch-all term that includes software connected to the Core and also Video Tellers to assist customers (See VTM below). For the purpose of this document, ITM is seen as an integrated software solution connected to the Core Systems. ITM transactions going directly to the Core Systems do not incur any ATM Fees. Customer authentication is not limited to chip and pin as per the ATM. ITM can have the machine software connect to the Core System(s) and retrieve data and post transactions directly to the Core. The machine may also be able to deal with ATM transactions (3rd party clients) but doesn't have to. 	
Single Feature Machine	SFM
<ul style="list-style-type: none"> The infrastructure and solution that will automate transactions in your branch using Self-Service or Assisted Self-Service machines (lobby, drive up, and through the wall). While your teller line may also have cash recyclers, and check scanners, we are only focusing here on the customer-facing machines here. Your Branch Automation Ecosystem is the combination of software and machines to automate transactions that provide functionality that is not only running on the ATM Rails, but also connected to your network. This can be a cookie-cutter solution, or a hybrid solution utilising the best hardware solutions for each location, irrespective of provider. The software chosen to run the Branch Automation Ecosystem is as critical as the hardware — and preferably, the same software should run your entire Branch Automation Ecosystem. 	
Assisted Self Service Kiosk	ASK
<ul style="list-style-type: none"> Like ITM's ASK also has the machine software connected to the Core Systems. Additionally, ASK will allow staff to interact/assist the client transactions when needed. One key difference between ITM and ASK is that in ASK, the customer drives all transactions but assistance can be provided when certain thresholds or business rules call for assistance. For example - if a check needs to be proofed? Or a transaction is above a certain threshold. Another key difference between ASK and ITM is that typically, the branch staff are armed with the information necessary to interact in a meaningful way with the customer — proactively or after assistance. Assistance can be local, remote (via video) or none (in which case only ATM-like functionality is available). ASK transactions going directly to the Core Systems do not incur any ATM Fees. Customer authentication is not limited to chip and pin as per the ATM. 	
Hardware	
<ul style="list-style-type: none"> The hardware your software runs on that determines the role of that machine inside your Branch Automation Ecosystem 	
Cookie Cutter Solutions	
<ul style="list-style-type: none"> Hardware with pre-installed software to serve every situation without considering a Mix-and-Match Approach. The cookie-cutter solution is a one size fits all solution, without flexibility. 	
Video Teller Machines	VTM
<ul style="list-style-type: none"> This is essentially an ATM machine with a video connection to an FI call center. Clients talk to the staff member at the other end of the video call, and the staff member generally keys the transaction into the teller system, while being able to control/see what is going on at the ATM. Clients generally cannot transact on the machine without someone being on the other side of the video system. Video Tellers usually have to double key the information already entered by the customer into a separate system that is integrated into the Core Systems - e.g. the Branch Teller System. Video tellers may allow staff to see/scan client ID in order to start a session. 	
Single Feature Machine	SFM
<ul style="list-style-type: none"> A machine that only has one transactional purpose. E.g. A High Capacity Deposit Machine that only takes cash deposits. Addresses specific needs at specific locations, generally at a lower cost than a Full-Service Machine. 	
Intelligent Teller Machine Software	ITM Software
<ul style="list-style-type: none"> Retail Banking Software that integrates with your Core System, and runs on any machine, by any vendor to best serve your Branch Automation Ecosystem. It is the software that determines the differences/features, and not always the hardware. You can purchase any software (designed to be Hardware Agnostic) to sit on any machine; you are not limited to the software that is being sold with the hardware. 	
ATM with added functionality	ATM ++
<ul style="list-style-type: none"> A machine that only has one transactional purpose. E.g. A High Capacity Deposit Machine that only takes cash deposits. Addresses specific needs at specific locations, generally at a lower cost than a Full-Service Machine. 	
Software Agnostic	
<ul style="list-style-type: none"> Machine's from any vendor that can run Hardware agnostic software. Software for your hardware is not limited to being purchased from your hardware or Core provider. 	
Hardware Agnostic	
<ul style="list-style-type: none"> Any software can run on any machine from any vendor. Machines can serve 4 different roles (ITM, ATM, VTM, ASK). It is the software that makes the difference. Within each segment, the hardware and software combination can allow for flexibility of the solution. For example ASK software can run a high capacity deposit machine (with only deposit available) as well as a full service (Assisted) Self-Service Solution, the only difference being the capabilities of the hardware, the software is the same 	
Automated Solutions	
<ul style="list-style-type: none"> Software installed on the hardware, automate solutions for your Branch Automation Ecosystem 	
Mix & Match Approach	
<ul style="list-style-type: none"> Any software, any machine, any vendor. 	

A 3-Part Series:

1. What's the Difference Between Video Teller, ITM, ATM, Assisted-Self Service?
2. What are the Options for Your Branch Automation Ecosystem?
3. The Easiest and Most Effective Branch Automation Ecosystem