



Maestro Monitoring & Control

Maestro M&C

Full-fleet visibility. Faster response. Better uptime control.

When a self-service terminal goes down, the impact is immediate: customer journeys stall, operations teams scramble, and SLA performance comes under pressure.

Maestro Monitoring & Control (M&C) gives banks a single control layer across the entire fleet, so teams can detect issues early, prioritise what matters, resolve incidents remotely where possible, and escalate only when needed.

The result is higher uptime, faster recovery, and stronger operational accountability across ATMs, ITMs, cash recyclers, cheque deposit machines, and multifunction kiosks. Vendor-agnostic and deployable over your existing network, Maestro M&C fits into the fleet you already run without rip-and-replace.



Full-fleet visibility from a single console

A **single dashboard** gives operations teams real-time visibility across the self-service fleet, with instant drill-down to any terminal, branch, or fault event.



Faster response before downtime escalates

The **Urgency Queue** surfaces every terminal in warning, error, or offline state, giving operations teams the full picture early so they can prioritise incidents before service disruption spreads.



Remote resolution without unnecessary dispatch

Remote commands let teams set a terminal online or out of service, restart services, retrieve files, and deploy updates without sending an engineer on-site.



Alerts that reflect your real operating calendar

Holiday and exception-day calendars are configured directly in **Maestro M&C** and applied automatically, so escalations only trigger under the conditions you define and reach the people who need to know.



Built-in governance for critical actions

A **Maker-Checker approval model** enforces segregation of duties across configuration changes and remote commands, with every action logged by user, time, and terminal reference.



Clear reporting for uptime accountability

Pre-built uptime, downtime, MTTR, and fault reports, together with exports and REST API access, give SLA owners defensible evidence for operational review, audit, and management reporting.

PHASE 1: INTELLIGENT DETECTION & PRIORITIZATION

1 Detect the issue

Real-time status events | Dashboard updates within seconds | Fault and connectivity detection

A fault, connectivity drop, or component error occurs. The terminal reports its status automatically, and **Maestro M&C updates the dashboard within seconds.**

2 Classify and prioritise

Online / Warning / Error states | Urgency Queue | Fault history from last healthy status

Maestro M&C classifies each terminal by status and surfaces affected machines in the Urgency Queue, giving operations teams immediate visibility into what needs attention first.

PHASE 2: TARGETED RESOLUTION & GOVERNANCE

3 Trigger the right escalation

Status-based escalation rules | Dynamic email alerts | Machine, branch, and error details

Maestro M&C alerts the right recipient with the relevant terminal, branch, and fault details, based on the operating conditions you define.



4 Act remotely or dispatch when needed

Set Online / Out-of-Service | Restart Service | Retrieve Files | Deploy Packages | Maker-Checker workflow

The operator reviews terminal details and takes action. **Remote commands** can restore service without a site visit, while higher-impact actions pass through **Maker-Checker approval** and physical dispatch is reserved for cases that truly require it.

5 Close the loop with reporting and audit

SLA reporting | Audit trail | Resolution time capture | Uptime, downtime, and MTTR reports | Export and API-ready data

Once the terminal returns to normal, Maestro M&C records the incident, actions taken, approvals, and recovery time, **creating a clear record for SLA reporting and audit.**


Salient Features

- **Real-time fleet dashboard with traffic-light health indicators**, status trends, and fault-code visibility
- **Urgency Queue listing** all terminals in Warning, Error, or Offline state, with fault history from the last healthy status
- **Per-terminal detail view** showing component state, branch metadata, SOP guidance, and status history
- **Configurable escalation rules** with dynamic email alerts, including holiday and exception-day calendar logic
- **Remote actions** including Set Online / Out-of-Service, Restart Service, Soft Reset, Retrieve Files, and Deploy Packages, with rollback support
- **Maker-Checker workflow** for configuration changes and high-impact remote actions
- **LDAP / ADFS authentication** with automatic role assignment from directory group membership
- **Pre-built reports, data exports, and REST API** access for operational reporting and integration with BI or service desk platforms

Controls, Security & Compliance


- **Role-based access with clear segregation of duties**
Viewer, Maker, and Checker roles ensure least-privilege access across the platform.
- **Maker-Checker approval for critical actions**
High-impact remote actions and configuration changes require secondary approval before execution.
- **Complete audit trail across every terminal action**
Every action, approval, and terminal state change is logged for compliance, review, and accountability.
- **Enterprise identity alignment**
LDAP / ADFS integration connects access control to your existing identity environment.
- **Protected communications and platform integrity**
HTTPS, hashed passwords, parameterised queries, and application logging support secure and reliable operation.

Integrations & Deployment




Terminal Connectivity

Vendor-agnostic by design. Enrol any ATM, ITM, cash recycler, CDM, or multifunction kiosk that connects through a compatible terminal server, without hardware manufacturer dependency.



Notification & Data Interfaces

SMTP with TLS supports operational alerting, while REST API access makes core data available to external BI platforms, data warehouses, and service desk tools.



Deployment Model

Web-based and hosted on IIS, Maestro M&C can be deployed on-premises or in a private cloud. No client installation is required, and all data remains within your network perimeter.



Database Support

Supports MySQL and Microsoft SQL Server, allowing deployment within your preferred database environment.

A smarter way to raise uptime across your self-service fleet

Managing a large self-service fleet doesn't have to mean sending technicians on-site for issues that can be resolved remotely. Maestro M&C helps banks diagnose faults, restart services, and deploy updates from a central console, improving uptime while maintaining governed and audit-ready control.

To explore how Maestro M&C can improve uptime and reduce avoidable site visits in your environment, contact HT Consulting for a tailored discussion.



HT Consulting is a trusted technology partner to banks and financial institutions across the ASEAN region. Since 1989, we've delivered expertise in **banking automation, AI-enabled software, and digital transformation** helping institutions modernise operations, strengthen resilience, and enhance customer experiences.

With roots in Malaysia and Hong Kong and deployments across Southeast Asia, Africa, and the Middle East, we combine global reach with local insight. Guided by our values of excellence, authenticity, and continuous improvement, we work alongside financial institutions to reimagine today and redefine tomorrow.

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