

THE EASIER WAY TO MANAGE ATMS/ITMS

Equipment cost is only the starting point. Service, software, security, compliance, downtime, and long-term planning all shape the true cost of managing a self-service channel.

ATMs and ITMs are essential to the customer experience. They help financial institutions provide convenient access, reduce pressure on branch staff, and support a more efficient self-service channel. At first, the cost can seem straightforward: the equipment, the maintenance agreement, and the services needed to keep cash moving. Those numbers matter, but they do not explain the full story.

As ATM and ITM technology become more advanced, the work required to manage it also becomes more complex. Software updates, security requirements, compliance expectations, service response, remote monitoring, and lifecycle planning all affect the long-term cost of managing the equipment in-house.

Where the Costs Start to Grow

When a financial institution purchases an ATM or ITM, the conversation usually starts with the hardware. What type of machine is needed? Will it be a traditional ATM or a more advanced ITM with video teller functionality? Where will it be

placed? What physical security, connectivity, and processing requirements need to be included?

Those decisions can quickly increase the total investment. The equipment itself may be only one part of the cost once installation, network connectivity, processing, security considerations, and other requirements are factored in.

This is a significant investment in itself, but there are other, less obvious ongoing costs. From there, financial institutions also need to account for ongoing requirements, including software updates, compliance support, EMV standards, tax and insurance responsibilities, remote monitoring, security needs, ADA considerations, and physical supplies.

There are also service events that may fall outside a standard contract. Vandalism, water intrusion, customer-caused damage, weather-related repairs, third-party errors, after-hours dispatches, and no-fault-found visits can all create additional costs, coordination time, and operational frustration.



Freedom ATM helps financial institutions reduce service headaches, manage lifecycle costs, software demands, and day-to-day management through one trusted program.

NuSource delivers compliance and peace of mind—without unnecessary costs or complications. Contact us today to explore how we can support your institution.

More Work Than Expected

When an ATM or ITM goes down, the issue rarely stays isolated to the machine. Customers notice, branch staff hear about it, and operations teams need answers. What starts as a service ticket can quickly turn into follow-up calls, status checks, internal updates, and questions about who owns the next step, especially when multiple vendors are involved, all of which cause costly delays.

When Equipment Ownership Limits Flexibility

Every dollar committed to equipment ownership is capital that cannot be used elsewhere, whether for branch improvements, lending opportunities, technology upgrades, or other growth initiatives.

That becomes even more important when equipment is viewed across its full replacement cycle. ATMs/ITMs are long-term assets, but they also depreciate, age, and eventually need to be upgraded or replaced. For larger fleets, the capital committed to self-service equipment can quickly become substantial.

Why NuSource?

NuSource manages the service process with accountability from start to finish. Because our service work is handled by in-house, OEM-trained technicians and professional service engineers, we can provide a more consistent experience and take responsibility for the outcome.

We do not subcontract our service work. This is so important, as many outsourcing companies use a third party for services and have virtually no control over response times, parts availability, or technician training. Our technicians understand the hardware, the software applications that run on the equipment, and the expectations of financial institutions. Our vehicles are also stocked with hundreds of parts, which helps reduce repeat trips, shorten downtime, and improve the likelihood of resolving the issue correctly the first time.

NuSource has a full level 3 remote support department that connects remotely to diagnose and resolve many issues before a technician needs to be dispatched. That can lead to faster answers, better visibility, and much less costly downtime.

A Fixed Monthly Program with Fewer Surprises

Freedom ATM is a fixed-monthly managed services program that helps financial institutions reduce internal coordination, improve service consistency, and better understand the ongoing costs of supporting their ATM/ITM fleet.

Instead of treating FI handling service, software, maintenance, and equipment as separate expenses or vendor conversations, Freedom ATM proactively and cohesively aligns key support areas through a fixed monthly program.

That gives leadership a clearer way to plan budgets and growth, plus it gives branch, IT, and operations teams a more efficient way to manage the channel.

Freedom ATM gives financial institutions a more predictable way to manage that channel, with NuSource as the partner responsible for keeping the equipment supported, serviced, and planned over time. Call your NuSource representative today to discuss how to begin the Freedom ATM program.

NuSource's Freedom ATM gives financial institutions another way to manage that investment. Instead of tying up large amounts of capital in equipment ownership, the program helps create a more predictable monthly structure while keeping the self-service channel supported, maintained, and planned for over time.

A Proactive Partnership

ATMs and ITMs are integrated technology platforms with software, operations, applications, and security requirements.

Without a proactive partner, this work can fall heavily on internal IT and operations teams. Even when those teams are fully capable, ATM/ITM management may not be their only responsibility, and the cost of delayed service can add up quickly.



Freedom ATM by NuSource Offers:

1. NuSource-owned Hyosung ATMs and ITMs
2. Installation and implementation support
3. In-house, OEM-trained technicians
4. Professional service engineers
5. Managed software updates and patching
6. Remote monitoring and diagnostics
7. Service and maintenance support
8. Annual maintenance inspections
9. Online service visibility
10. Flexible program options based on the FI's needs

Call Today!