



Case Study: DPL Wireless
**Challenge Accepted: Keep the Money
Flowing While the Music is Pumping**

The Challenge

Ensuring high demand ATM machines are operating using two-way wireless communication at large events and music festivals while reducing overhead costs and improving response times.

The Solution

Wirelessly-enabled ATM machines strategically placed in high traffic areas powered by DPL Wireless' Hercules Plus secure modem and operating using the optimized KORE IoT Network.

The Results

Reduction in operating expenses, triple digit increase in revenues and increased customer satisfaction by ensuring the ATM machines are fully stocked and working properly.

Background

At an event like South by Southwest in a town like Austin, TX, concert goers frequently find themselves needing additional cash. Not being able to find an ATM anywhere – or worse yet, finding one that is no longer in service, out of funds, or having system problems – can be the difference between a great time and a personal disaster. Roughly 200,000 people head to Austin every spring to attend the massive music, film and technology festivals. And at some point in time, someone needs an ATM – badly. With the powerful combination of DPL Wireless and KORE, Platinum Processing is now available to help the fun-loving festival attendees.

Specializing in outdoor, high-traffic ATM placements, Platinum Processing has been handling cash transactions since 1996 and they cover about 70% of the restaurants and bars at the festival each year.



Solution Overview

DPL Wireless provides a plug-and-play solution with cellular service provided on a month-to-month basis with no long-term contracts. The Hercules Plus product converts dial-up and IP ATMs to wireless with the help of the KORE IoT wireless network. DPL's Hercules Plus unit allows truly extended, two-way service allowing the ISO to utilize the ATM manufacturer's management software from any office PC.

“The KORE network is instrumental in providing DPL Wireless and our customers with highly-reliable coverage regardless of the ATMs location.”

**- Jayne DeMerchant
General Manager, DPL Wireless**

Key Results

Platinum Processing implemented the DPL/KORE cellular solution, replaced the old landline-based ATMs and instantly began receiving benefits such as:

- Instant cost savings by eliminating expensive phone line costs, long distance transaction charges, activation fees and delivering savings on data charges related to banking transactions
- Immediate ATM deployment
- Decreased transaction time
- Enabled use of ATM manufacturer's software to remotely manage
- No long-term contracts required
- No static IP required

With features such as free connectivity and power failure alerts directly to your email and smart phone, as well as optional accessories that allow you to reboot your ATM machine, DPL Wireless ensures less downtime, saving both time and money. DPL Wireless also offers an anti-theft kit for your peace of mind. This solution helps Platinum Processing maintain closer to 100% uptime on their machines during this critical 10-day festival and helps them generate revenue by ensuring the machines are fully stocked and working properly.

Every year, festivalgoers can rest assured that they will have access to their funds with Platinum Processing and DPL wireless ATMs around the corner.



The DPL Group provides a plug-and-play solution with cellular service provided on a month-to-month basis with no long-term contracts.



The DPL Group Delivers

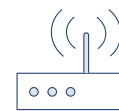
- Instant cost saving by eliminating:
 - expensive phone line costs
 - long-distance transaction charges
 - setup and installation delays
 - activation fees
 - dispatching service personnel when a machine needs to be rebooted
- Two-way cellular communication with Remote Management Software
- Month-to-month services – no contracts
- Free world-class 24/7 live technical support
- Reliability, security and redundancy



100% True Global Coverage



M2M Expertise and Strong Service Delivery Track Record



Multiple, Redundant Connections



Automatic Failover and Self-Healing Capabilities

KORE Delivers

- 100% true global coverage
- IoT expertise and strong service delivery track record
- Dual VPN connections for its network-to-customer premise with auto failover for performance and reliability
- Two, fully geo-redundant data centers powered by Cisco with automatic failover and self-healing capabilities
- Multiple, redundant connections to the largest cellular and satellite carriers worldwide



About KORE

KORE provides the people, expertise and technology to support the many visions of the IoT, from the Inspiration of Things to the Innovation of Things to the Internet of Things. Founded in 2003, KORE quickly rose to become the world's largest managed network services provider specializing in Internet of Things (IoT) and Machine to Machine (M2M) communications. Today, KORE is a global leader in software service and platforms that power the IoT, with millions of active on-network units. KORE is the brand powering other leading brands, including some of the world's largest enterprise customers. KORE's singular customer-centric focus is to identify and develop solutions that help clients realize IoT innovations and accelerate time-to-market schedules. KORE has over 350 people who serve customers in 110 countries, empowering new business models and opportunities to monetize the IoT. KORE: the people powering IoT.

About Platinum Processing


Founded in 1996, Platinum Processing Services, Inc. is dedicated to building lasting partnerships by providing cash and credit card solutions to both large and small businesses nationwide. For more information visit www.platinumpsi.com

About DPL Wireless

Established in 1974 and based in Rothesay, New Brunswick, DPL Wireless is a leading-edge technology company committed to providing the finest in communications and remote monitoring systems using GPS, Cellular and Telecommunications technologies. Our products are specifically designed to increase your bottom line and enhance your operating efficiencies in the ATM, Vehicle Fleet Control and Telephone Test and Interface Industries.

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