AUTOMATED SITE MAINTENANCE OF ATM

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Abstract

The main objective of this paper is to provide the information that, how our system can help to reduce the manual works done at the offices of ATM site repair and maintenance. A fundamental stride in actualizing srnm framework is to take out asset waste, for example, hold up times, searching and recording in book. Coordinate waste outcomes in inefficient work hours for proprietors' underutilization of assets and a moderate execution time. This system requires the synchronization of work of being done to ensure as one work is finished other is ready to get finished. The overall process of taking issues from the vendors and sending them to the supervisors and verification of those issues are resolved or not if the issues are resolved the process of payment will be done through srnm software very easily .

Keywords: Contractor, Staff, Vendor, Supervisor, Quotation, ATM, Web

I. INTRODUCTION

This **is** a web application that is being developed that relies on a collaborative team effort to improve performance by systematically streamlining the whole process. The broad purpose of this system is to increase the value of services/solutions delivered to the customer to solve the customer's problems. Achieving this aim helps improve company's competitiveness by reducing costs. You can create more value in your services/solutions. If you analyze every step of existing manual system, we can eliminate unnecessary procedures and achieve the over arching purpose of this system

Site Repair and Maintenance software(srms) is developed for the purpose of the contractors who take whole ATM premises other than ATM machine under their repair and maintenance. This software is used to take the issues that are raised in the ATM site these issues are sent to the contractor through sms or email. These issues are entered in the software with its appropriate ATM id than these issues are sent to that area supervisor to solve these issues and other issues if he found. When issues are solved payment is done.

II. LITERATURE SURVEY

In order to survive in today's knowledge based economy, firms need to manage knowledge efficiently and effectively. Organizations continually organizing and disseminating tacit and explicit knowledge for use throughout the organization. Through knowledge management efforts, the enterprise wishes to manage knowledge effectively to make people and the whole enterprise act intelligently to sustain its long term viability by developing, building and deploying highly competitive knowledge assets. Nonaka argues that organizations play a crucial role in promoting this knowledge. Knowledge management is rooted in many disciplines including business, economics, education, information management, psychology, and sociology among others. These areas have developed perspectives on the workings of individual and systemic knowledge. Though knowledge management has already been embraced as a source of solutions to the problems of today's business, but it is still a new concept and company employees have difficulty for sharing the knowledge. Since data and information can be managed but it is difficult to manage knowledge which is heuristic and stored in subconscious mind (Sunita S. Padmannavar, 2012).

As per the survey in the current framework when issues are sent to the contractor from the vendor the contractor has to enter the issue into the

book of that appropriate ATM and into the book of that appropriate supervisor. For each and every ATM's and supervisor a separate book has to be maintained to enter their issues.

The current framework is extremely hard to keep up on the grounds that they have to enter the every one of the repairs made at ATM in many books and to keep up the records of various people who are involved in the particular transaction.

This software reduces the redundancy in system. By using this software there is no need of maintaining books for different ATM's that have been repaired, because as and when the issue are sent to the contractor the issues will be stored into the framework easily and as when supervisor checks the issue it will updates that supervisor has seen the issue and when he resolves it the issue will updated as it is resolved.. All the things which are needed by the staff or admin can be easily available.

Merits of Proposed System:
- In this proposed framework it provides the overall ATM's available under a single area and its concurrent supervisors.
- As and when issues are entered it provides statuses like open , close, pending through which the contractor can get to know that whether the issue is resolved or no.
- It provides a feature that until and unless the issue is resolved the quotation will not be generated and it will not be sent to approval this reduces the confusions occurring at payment.
- It provides the easy search of ATM's in which area it is and when it was repaired and what all the things are been repaired.

As this software uses code igniter framework, php and database as MySQL it provides easy use of the system with interactive interface.

III. IMPLEMENTATION

As doing every one of the things physically is a problematic undertaking and it's a unreliable task. As the physical work is always error prone thus we have to develop smart automated process which does the entire task by providing the correct information was provided to the system at right time.

The key process of the framework is to maintain the entire Sites repair process, and filtering and searching the details depending upon their id or any known details. It will provide the overall ATM's under a single area by providing that area's id .It will filter ATM sites according to the area, city, taluka etc. It provides the overall repairs done at particular ATM site by providing its id. Searching of any ATM of particular area becomes easy by using this frame work. By using this system we can ensure the error free process with the complete task.

It has mainly two users Admin and Employee.

1) **Admin:** Administrator is the person who will handle the 'SRMS' framework. As admin will register the newly arrived staff and he will provide login information to them. He has full authority of accessing through all the modules. Only admin has rights to add new vendors and delete the vendors who are not available. He has full permissions to add new ATMs, staff, and supervisors and delete them when they are not necessary. He has a full permission to view, update and delete the issues that arrived to him.

2) **Staff:** Staff is a person who maintains the incoming issues he daily updates the system as daily new issues will be arriving as and when issues are arrived he adds them to the issue table and updates the issue status as open and when it is sent to the supervisor he will update issues status as pending and when the issue is resolved. When the issues are resolved he generates the quotation that has to be sent to the vendor. He also updates payments made to the supervisors and still pending payments that are to be made to the supervisor.

It contains following modules.

1) Login: The staff/admin is provided with username and password the staff has to put the correct information to login into the system.

2) Adding Vendor / Supervisors: Only Admin will add the vendors/supervisor by adding their details like name address phone number email etc. He can search any of the vendors/supervisor from the vendor list by providing their First name or Last name. Below figure shows the adding supervisor.
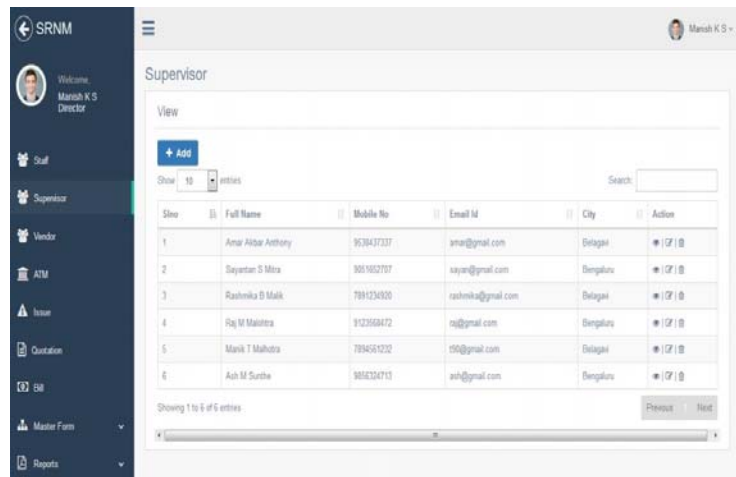
Fig 1 Add supervisor

3) *Adding ATM:* This can be added by the both admin and staff by providing its area, vendor etc. Below figure shows the adding ATM.
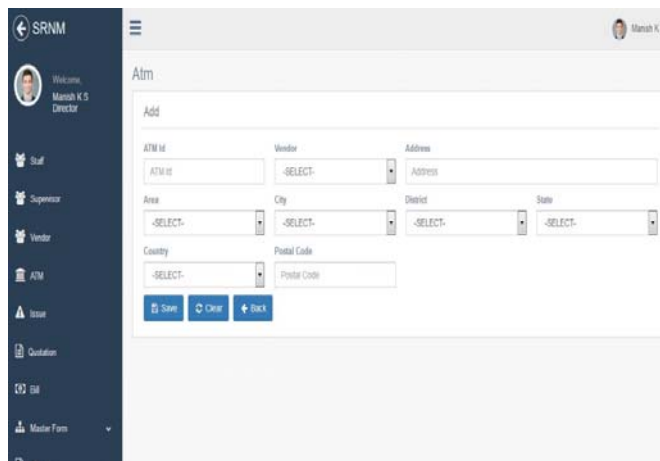

Fig 2 Add ATM

4) Add Issues: The staffs have add the issues by the date if there are more than one issue he can add by pressing the add button. If he wants to remove the issue he has to press the minus button. This can be done by admin also. Below figure shows the adding issues.
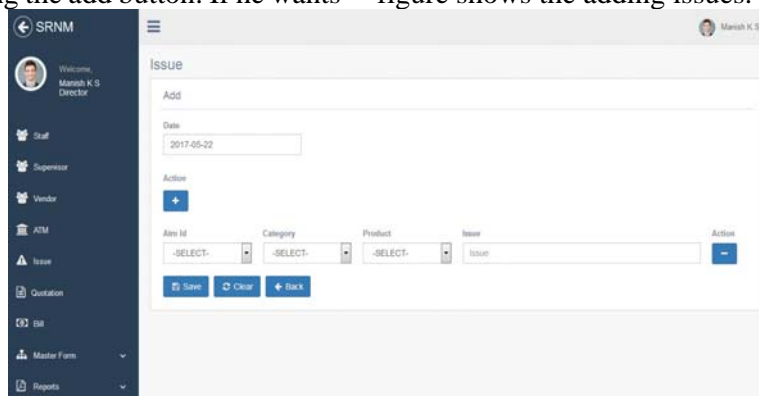

Fig 3 Add Issue

5) Generating Quotation / Bill: The staff/vendor will generate the quotation/bill by providing the details of work done by the supervisors at different ATMs. The quotation is generated only if the issue status is closed. In bill the bill can be generated only if quotation is approved. Below figures shows the adding Quotation and Bill generation
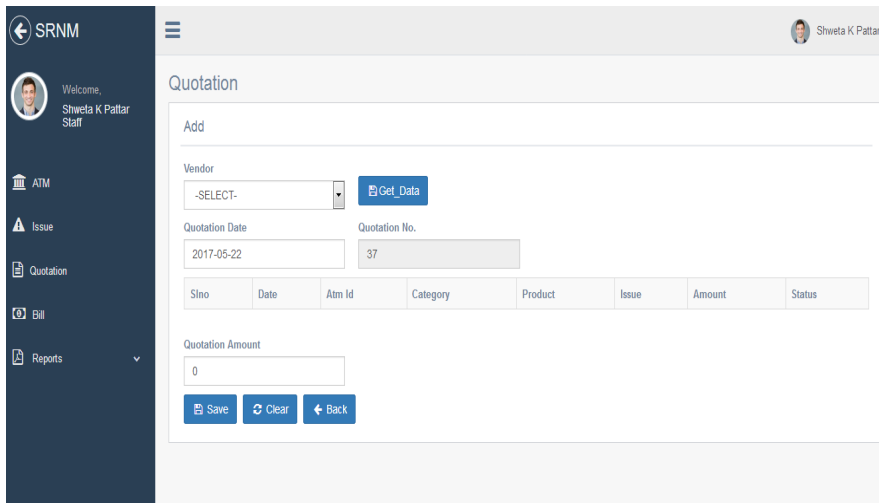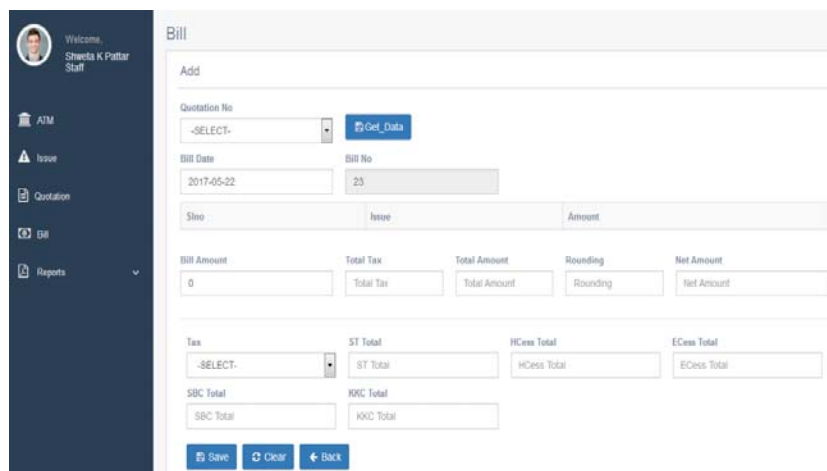
Fig 4 Add Quotation

Fig 5 Bill Generation

IV. CONCLUSION

This paper allows easily addition of vendors, supervisor, Atm's issues, quotation, bill report. It provides easy view of completion of issues that are sent to the supervisor by providing statuses like open, close, pending. It provides easy generation of quotation with statuses like pending, approved. Hence this system allows the staff to generate bill easily . It provides easy work for the staff to view Issues, quotations, bill. It has a unique feature that unless and until the issue is closed quotation of that supervisor will not be generated and until the quotation is approved by the vendor bill will not be generated. The staff/vendor can By using this system it helps to reduce the physical work of the staff.

V .FUTURE ENHANCEMENT

In this system the issues that are raised in the ATM's are sent to the contractor through phone call or message and the issues that are solved by the supervisor are sent to the staff through phone call or message. Hence in future this can be solved by providing them to add the issues and their statuses online by banks people and by the supervisor who solves the issues. In future we can provide a feedback options to the bank person to know how much good the supervisor has done works at their respective ATM. We can also provide online payment options to the supervisors when their quotation is approved.

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