

SOLUTION BROCHURE

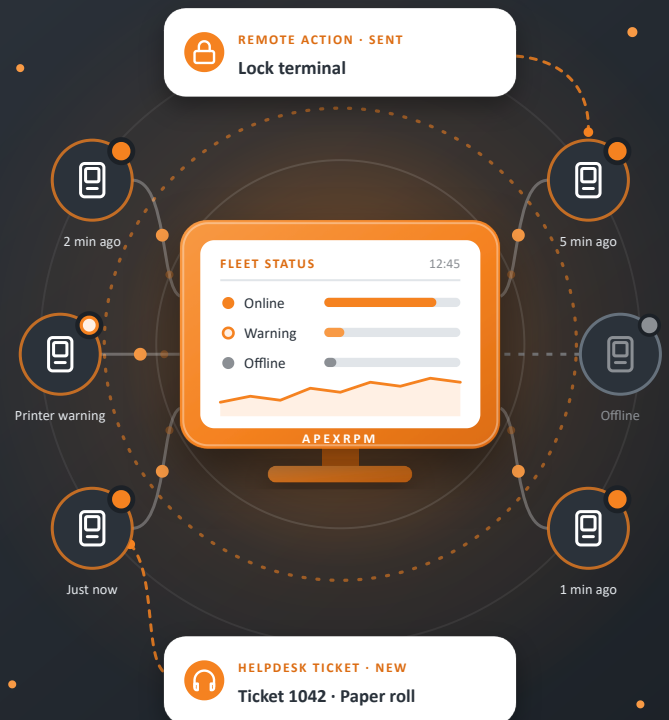
ApexRPM

Remote POS Management

Monitor, support and control your whole terminal fleet from one platform: see each device's health, act on terminals remotely, and handle the tickets merchants raise from the POS.

ISO/IEC 27001 CERTIFIED

PCI S3 CERTIFIED



WHY APEXRPM

Fewer site visits, faster fixes

Every Apex SmartPOS terminal checks in with the platform and reports its health: app and OS versions, battery, memory, SIM, Wi-Fi and location. Operations teams see the whole fleet in one portal, find the terminals that need attention and act on them without sending an engineer.

Remote actions, from a TMS update or settlement to a terminal lock or restart, go out from the portal and each terminal collects them at its next check-in. Merchants raise helpdesk tickets and emergency calls from the terminal, devices report hardware warnings, and your team works them all in the same portal.

1 portal

Monitoring, remote actions, tickets and field tasks in one place.

Fleet-wide

Send one action to a single terminal or to a whole list.

From POS

Merchants raise tickets and emergency calls at the terminal.

KEY BENEFITS

Built for acquirers, operations and field teams



Acquirers & banks

- ✓ Fewer site visits: diagnose and act on terminals remotely.
- ✓ Full fleet view: last contact, versions and device health.
- ✓ Lock terminals, push TMS updates and trigger settlement from the portal.



Operations & helpdesk

- ✓ Faster fixes: merchants raise tickets straight from the terminal.
- ✓ Take, note and close tickets, with optional e-mail alerts.
- ✓ A summary of open and closed tickets, warnings and emergencies.

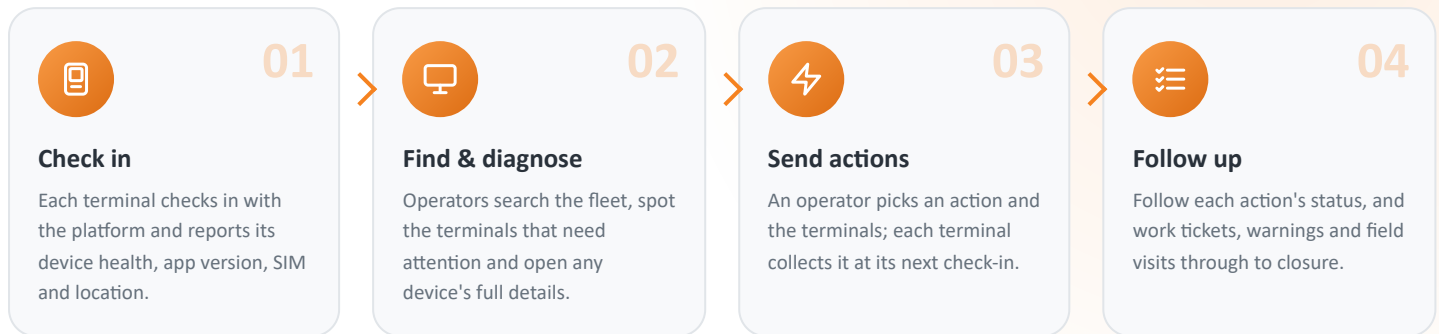


Field teams

- ✓ Turn a helpdesk ticket into a field task for an agent.
- ✓ Agents clock in and out at the terminal to record each visit.
- ✓ Task reports show each visit, its agent and its status.

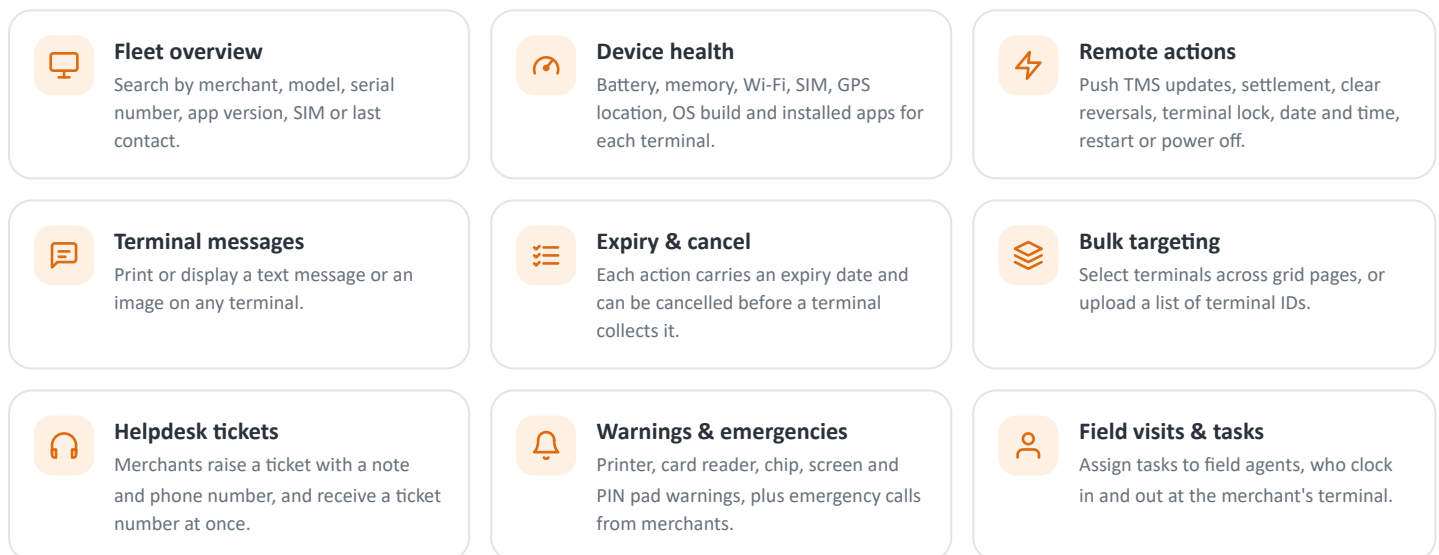
HOW IT WORKS

From check-in to resolution



PLATFORM FEATURES

Everything needed to run a terminal fleet



IDEAL FOR

 Acquirers

 Banks

 Payment service providers

 Helpdesk teams

 Field service teams

PLATFORM

Built on the Apex Payment Gateway

ApexRPM runs in the same gateway and portal as your Apex SmartPOS estate, so there is no extra system to run.



Ready on Apex SmartPOS

Check-ins, tickets and remote actions are built into the Apex terminal application.



Institution isolation

Each institution has its own gateway, databases and RPM settings.



Works with ApexTMS

Trigger configuration and application updates that ApexTMS delivers.



Works with Apex Inventory

When enabled, check-ins keep terminal and SIM records in Apex Inventory up to date.

Let's talk payments.

Contact Apex Payment Solutions for a demo of ApexRPM.



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