



Sargent and Greenleaf provides interactive-voice services for ATMs

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INDIANAPOLIS — Sargent and Greenleaf, a member of the Stanley Security Solutions Group and a subsidiary of Stanley Security Solutions Inc., has announced a new partnership with SkyCreek Corp.

According to a news release, SkyCreek will now provide interactive-voice-response services for the Sargent and Greenleaf A-Series ATM Access Management System.

The SkyCreek partnership is designed to help Sargent and Greenleaf enhance and streamline the ATM-access-control process for cash-in-transit technicians, banks and service organizations that Sargent and Greenleaf 's A-Series ATM management system.

The SkyCreek automated IVR service is available in multiple languages.

The system's PC software generates single-use lock codes for users who perform cash-replenishment and maintenance on ATMs. All Sargent and Greenleaf A-Series ATM locks require three levels of authorization from field staff to open the ATM lock, including a PIN, Dallas iButton Touch Memory Key and a one-time use code, which is valid once within a defined time interval. That one-time use code is typically delivered by the CIT company's dispatcher.

SkyCreek IVR enables the ATM-service technician, once successfully authenticated in the system, to receive the one-time use code via interactive voice response. The code can also be transmitted as a text message to the user's cell phone.

"StanleySargent and Greenleaf chose SkyCreek as the recommended IVR partner in response to the many requests for IVR code capability with A-Series ATM locks," said Phil Pitt, marketing director at Sargent and Greenleaf.