

POS Heart Beat (PHB)



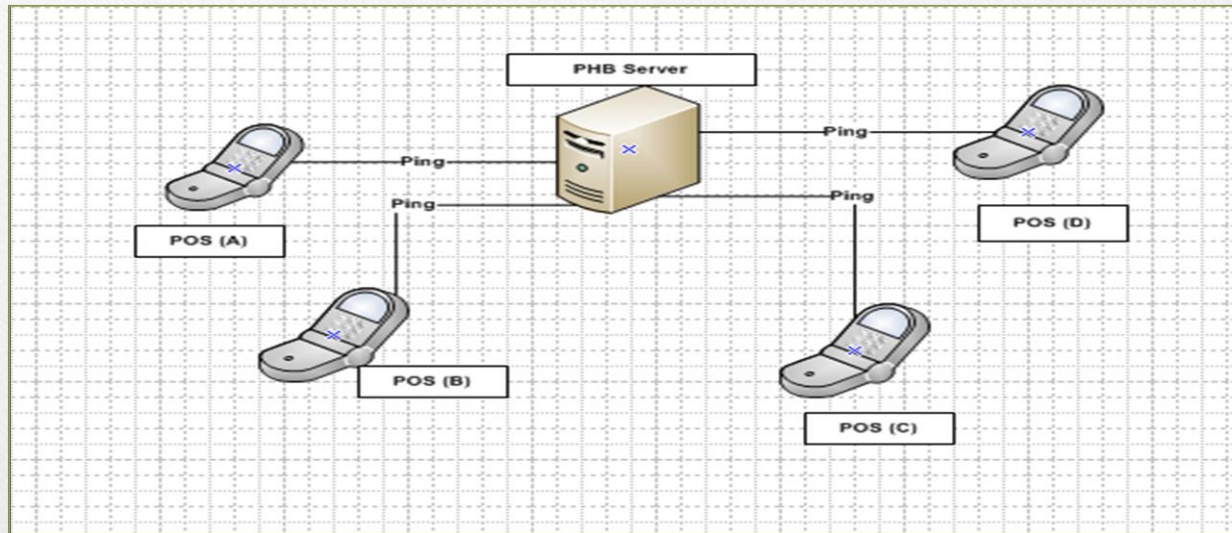
Synopsis

- POS Heart Beat
- Connectivity
- Functionalities
- Features

Pos Heart Beat

- A Portal to manage POS terminals
- An Inventory which has the list of all POS, TMS and issues.
- Live Monitoring of POS terminals and their connectivity status.
- MIS Reporting for the Terminals deployed, issues related to it.
- Incident Management for the Issues.
- Location of the POS deployed at vendor site.

Connectivity



POS Applications
7



POS Terminals
(All)
7



POS Terminals
(Production)
4



POS Terminals
(ON-Line)
1



POS Terminals
(OFF-Line)
3

Functionalities

- POS Management
- TMS Management
- SLA Management
- Ticket Management
- MIS Management (Reporting)

POS Management

Connected POS are configured and managed under this.

- **POS Inventory** → Lists all the POS which are connected in the PHB portal and gives an option to add new POS as well.
- **POS Application History** → Lists all the POS Applications which are installed in the POS and gives an option to add new Application details as well.
- **POS Dashboard** → Lists the status of the POS such as Online, Offline, Broken, Type of terminal, Production, Spare.
- **POS SLA Management** → POS SLA can be set and managed here.
- **POS Roll Out** → Deploy the POS and configure with TMS server. Technical details are mentioned here.

TMS Management

- **TMS Inventory** → TMS Inventory manages all related TMS details and it is used for IT operators to supervise the rollout and all attributes of each and every TMS..
- **TMS History** → Manages for each and every on boarded TMS action items related to this POS terminal. Each and every change of POS terminal attributes are recorded and visible within this page.
- **TMS SLA Management** → TMS SLA Management is covering business functions of allocation SLA details to selected TMS in order to track down responsiveness and SLA attributes for each and every TMS server.
- **TMS Dashboard** → SLA Management is the business function for managing of all related SLA details for selected TMS. Within this function operator select dedicated TMS and allocates needed SLA.

Ticket Management

- **POS Tickets** → This part creates POS Ticket for any issues, managing and analyzing existing POS issues.
- **TMS Tickets** → This part creates TMS Ticket for any issues, managing and analyzing existing TMS issues.
- **POS Asset Reporting** → This feature provides various reporting options with respect to the assets such as POS Purchase report, Configuration report, Location report etc.
- **POS Operational Reporting** → This feature provides various reporting options with respect to the POS Operations such as POS Availability report, Maintenance report, SLA report etc.

Administration

- **Role Management** → This feature offers to create various roles for the users and managing them.
- **User Management** → This feature offers to create users who can manage the Portal
- **GIS Management** → This feature is used to create and set location for providing it to a POS. Latitude, Longitude, Region and city can be set here.
- **Sectors Management** → This feature is used to create and manage multiple departments. This will be helpful while POS tickets are created and they will be assigned to a particular department.
- **License Management** → This feature is used to check the license validity, current license code and option to provide a new license code to activate the Portal.

Features

- POS, TMS Location tracked through GPRS Connectivity.
- Status of POS – Online, Offline, Broken, Spare.
- Ticket Management for faster resolution of issues as per defined SLA.
- MIS Management for reporting purpose which gives various reports on POS and TMS

THANK YOU!