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PAYMENT & TRANSACTION MACHINES LIFECYCLE MANAGEMENT

Our Advantages

- * Complete Life Cycle
- * Expertise
- * Responsiveness
- * Transparency
- * Peace of Mind

About Us

PAYMENT & TRANSACTION MACHINES

Lifecycle management of payment and transaction machines mainly used by banks, utilities, telco's and other national organizations, to offer self service facilities to their customers.

Serving a niche market we focus on full-scale installations or decommissions or special projects and everything in between throughout UAE. Comet Technology has built its reputation on assurance of quality service. We have dedicated our efforts and resources by staying on the leading edge of the payment and transaction industry while remaining sensitive to the changing needs of our customers.

Delivering every project on time and within budget is our objective. We utilize modern quality control practices in our daily approach to business. These practices have increased our productivity and

improved our quality of service by providing the cost effective solutions our customers demand in this high-tech industry.

We encourage continuing education programs for employees. We also train with our vendor partners such as 4POWER on their hardware and software products and online training from companies such as Glory, Hyundai, Hitachi, MEI and others so as to provide qualified and certified technicians to our customers. Our team streamlines the management of your payment and transaction technology ecosystem so you can stay focused on providing the best customer experience possible.

Talk with our team about how we can develop a solution that fits your specific business needs.



Supplies & Services

BRANCH TRANSFORMATION

- Improve customer experience
- Control costs
- Use latest technology like Cash Deposit, Cheque Deposit, Bill Payments, Forex, Interactive Teller Machines, Universal Banker and Teller Pods, as per evolving customer preferences

REALTIME DATA AND INSIGHT

- Leverage a web reporting service for better cash flow, simpler balancing.
- Remote reporting for audit and analysis purposes. Frees your loss prevention, operations, and finance teams to focus on revenue-generating tasks.
- And with remote cheque depositing, you can eliminate trips to the bank.

PROJECT MANAGEMENT

- Installations, decommissions and migrations.
- Experienced project management teams.
- Guidance through key hardware and software decisions, site surveys, rigging, staging, installation, bring-live, OS and software upgrades, network conversions, and communications (modems/routers) replacements or upgrades.

SOFTWARE SOLUTIONS

- We also deliver best in class software that allows our customers to get the latest integrated solutions.
- This means customers can stay ahead of system, security, and software updates to not only extend the lifespan of your technology, but to maximize uptime, resolve issues faster and help your business deliver the latest features to your staff and customers.

MAINTENANCE SERVICES

- Get technology-driven remote and onsite support for first- and second-line maintenance issues from our expert service technicians including prescriptive service and simulations. Each service technician has an average of 6 years of experience and certifications coupled with the ability to 'fast ramp' new lines of equipment deployments and lifecycle management.
- Our service technicians receive industry-leading in-person, online, and customer-attended training that focuses on a wide range of make, model, and equipment types.
- The team has extensive knowledge of operating systems, networking, software, electromechanical skills, and compliance knowledge on PCI, ADA, and Des Key security.

TECHNICAL SUPPORT & HELP DESK

- We offer an in-house help desk or as an outsourced partner.
- Providing OEM-specific level-2 and level-3 support.
- We have an in-house lab containing lots of equipment for real-time troubleshooting.
- Technical specifications are available to all members via an online portal for faster resolutions.
- Our ability to resolve problems fast means you're not waiting on hold for service and support.





Comet Technology LLC
Office # 200 European Business Centre
Dubai Investments Park - 1 Jebel Ali Dubai UAE
Tel: 04 - 54 67 989 / 04 - 54 67 991
Email: info@comet.ae / www.comet.ae

