ABSTRACT

This research addresses the increasing demand for banking services through Automated Teller Machines (ATMs) and Cash Recycling Machines (CRMs) by developing the Monitoring ATM Mobile application. The primary objective of the study is to ensure the availability, optimal performance, and responsiveness of these device services. The development methodology employed is the waterfall method, encompassing requirements analysis, design, implementation, testing, and deployment.

The Monitoring ATM Mobile application effectively monitors the condition of ATM and CRM devices, optimizing service availability, and enhancing responsiveness to issues. The maintenance monitoring and reporting system enables technicians to report and address issues directly via Android smartphones, thereby improving operational efficiency. A client-server-based dashboard application provides a robust backend for managing and inspecting lists of identified device issues, facilitating administration in overseeing device conditions comprehensively.

Thus, this research successfully achieves its goal of providing an effective and efficient solution for monitoring and reporting on the conditions of ATM and CRM devices. The implementation of Flutter technology in the application development also supports the reliability and responsiveness of this mobile application in meeting modern banking service demands.

Keywords*: Automated Teller Machine (ATM), Mobile Application, Client-server, Flutter*