

FINANCIAL SERVICES LOGISTICS

ATM cash-out prediction and dispatch agent

ATMs that run out of cash cost money in emergency dispatches and downtime. Wexa built a working agent that predicts cash-outs and creates prioritized refill tasks.

~3 days

to build and deploy the working POC

24–72 h

prediction horizon

>80%

prediction-accuracy target for the pilot

CLIENT

Global cash-management and secure-logistics company

REGION

Global

WHEN

2025

ENGAGEMENT

Proof of concept

WEXA COMPONENTS

**Prediction agent · dispatch process flow
· operations UI****01** — CASE 28

The challenge

- Cash-outs detected after failure
- Costly emergency dispatches
- Downtime hurts customers; idle cash float

What Wexa built

- ✓ Ingestion of ATM transactions, balances, events and holidays
- ✓ Cash-out risk prediction **24–72 hours** ahead; at-risk ATMs flagged on a dashboard
- ✓ Automatic, prioritized refill dispatch tasks with slot assignment
- ✓ Execution tracking and outcomes logged for the learning loop
- ✓ Integration design for ATM management, field-service dispatch and vault inventory systems

How it runs on Wexa

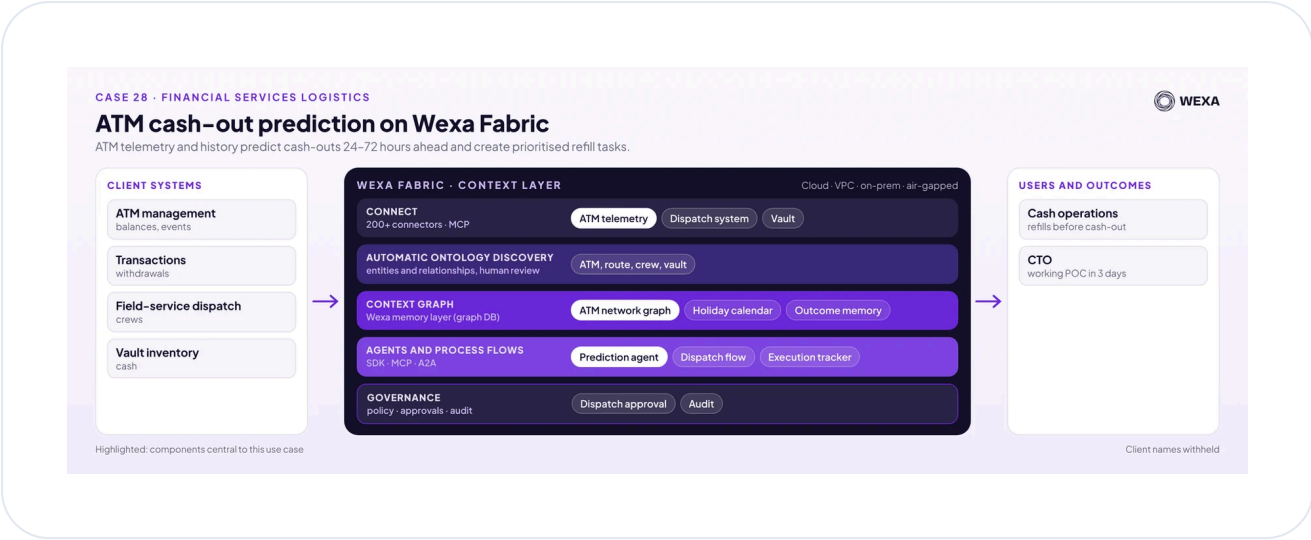


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Solution workflow

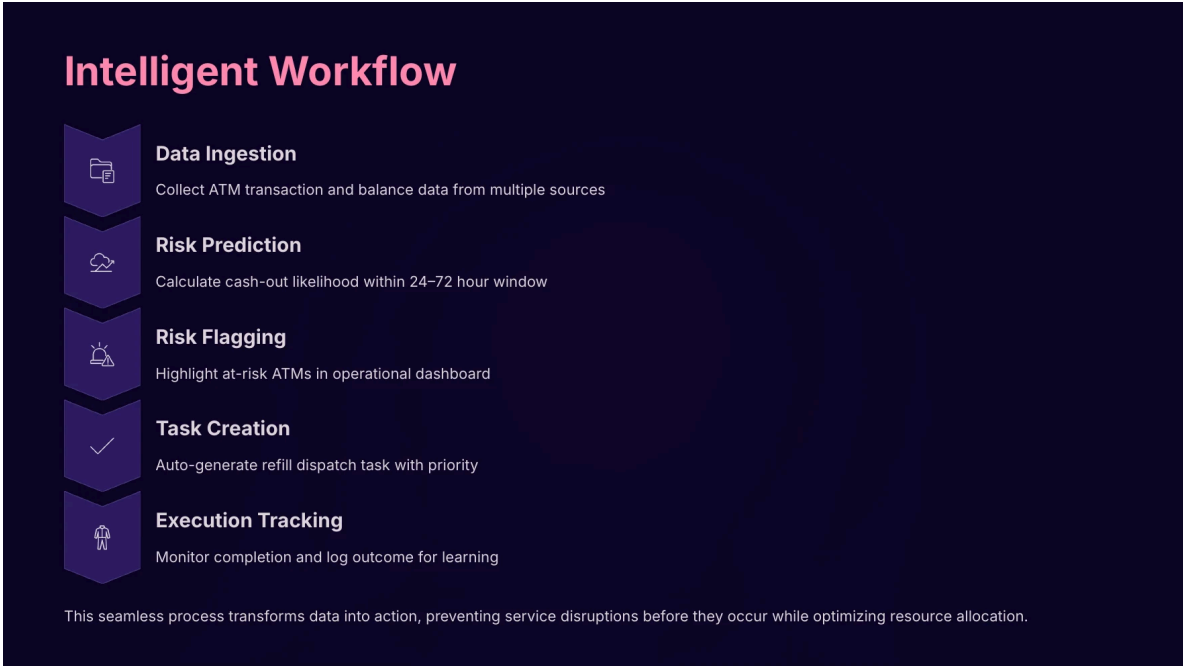


FIGURE Agent workflow: data ingestion → risk prediction → risk flagging → task creation → execution tracking.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Emergency cash dispatches per year	1,200 dispatches	360 dispatches
Annual cost of the process	\$960K	\$288K
Time to implement the AI solution	6 months	6 weeks
AI build cost (one-time)	\$480K	\$44K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$166K
Total AI cost in year 1	\$792K	\$210K

WITH WEXA

\$506K

net annual value to the client after Wexa's
own operating cost

4x

faster to implement

47%

lower AI operating cost

\$582K

less AI spend in year 1

Pilot design: 5–10 ATMs in one city over **6 weeks**.