

Reflecting on the ATM Industry in a post COVID-19 world; A. Lyle Elias

Now is a good time to reflect on the events of the last few months and look to the post COVID-19 world as we approach the end of the “Shelter-in-Place” and non-essential business shutdowns. Countries around the world have imposed sometimes draconian closures of their entire economies and societies with a devastating economic and human costs. The ATM industry was not spared, and my heart goes out to my all of my colleagues, and to the victims of the pandemic.

Little did we know when the ATM industry last came together at the ATMIA Conference 2020 in February that the world would find ourselves where we are today. The virus that originated in Wuhan China seemed like a faraway problem then, unless you were from a handful of Asian countries who thought they had it under control. Allot of and handshakes and hugs with old friends and colleagues. By all accounts there was an optimistic tone of a bright future for the ATM industry.

Cash and the ATM will survive, but the post COVID-19 world will never be the same. Only the terrorist attacks of 911 even come close to the tectonic shift in human behavior and economic challenges that lay ahead. It will take a allot of creative thinking and perseverance to adapt to this brave new world. My thoughts and prayers particularly go out to my ATMIA family of twenty-one years. Best wishes to all as we emerge from our respective lockdowns and continue the work of providing convenient cash access to the world.

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