



## DIEBOLD ATM STATUS MONITORING SERVICES

# PARTNER WITH DIEBOLD TO TAKE CHARGE OF SELF-SERVICE AVAILABILITY.

Rapid technological advancements have groomed a new kind of consumer, and the rich functionalities of the self-service channel now are expected in a 24/7 operating environment. Financial institutions know that with this type of availability, even 96 percent uptime translates to a significant amount of downtime. In fact, an ATM with just four percent downtime results in 14.6 days of unavailability. Diebold ATM Status Monitoring Services can help. As a Diebold-managed service, it eliminates day-to-day worry by providing a remote set of eyes to watch and advise of any issues before they result in the immeasurable cost of consumer frustration.



### MAXIMIZE UPTIME WITH END-TO-END MANAGEMENT

Utilizing advanced status monitoring and notification, ATM Status Monitoring Services simplifies ATM fleet management. It remotely detects and notifies of failure modes in multi-vendor environments for industry-leading availability.



### INSTANT, REMOTE RESOLUTIONS

Nearly one quarter of all ATM faults can be resolved remotely and in near real time.

We've got a solve for that.™

# ADDRESS ATM FAULTS AT ANY HOUR – DAY OR NIGHT – FOR OPTIMAL AVAILABILITY.

## **ACCELERATE PROBLEM RESOLUTION**

Faster failure diagnostics, troubleshooting and root-cause analysis ensure noticeably faster problem resolution, providing maximum availability and increased performance levels.

## **REDUCE SERVICE COSTS**

Remote monitoring, combined with the ability to perform remote maintenance activities such as cassette shuffle, rebalance and device testing translate to fewer on-site service calls. What's more, when ATM faults do require in-person technician assistance, Diebold provides preliminary diagnostics to ensure service calls run efficiently.

## **ELEVATE BUSINESS INTELLIGENCE**

With robust data reporting features and real-time visibility, ATM Status Monitoring Services makes it simpler for financial institutions to track and understand consumer trends. By utilizing this Diebold-managed service, banks can implement network strategies based on use indicators, while Diebold develops consistent, repeatable problem-resolution processes

## **ENHANCE CONSUMER EXPERIENCE**

ATM Status Monitoring Services reduces the number of failed consumer interactions related to downtime to significantly improve reliability. It fosters trust by providing the "anytime, anywhere" access consumers desire.

\*This service complements our Diebold OpteView® Remote Services, and together they provide an end-to-end availability management system.

YOUR ATM FLEET IS CAPABLE OF MORE. ATM STATUS MONITORING SERVICES IS JUST ONE OF MANY SOFTWARE-LED SERVICES THAT INTEGRATE WITH THE DIEBOLD COMMITMENT TO PROVIDING HIGHLY PERSONALIZED CARE. CONTACT A DIEBOLD REPRESENTATIVE TODAY.