



DIEBOLD OPTVIEW® REMOTE SERVICES

MAXIMIZE AVAILABILITY WITH REAL-TIME ISSUE RESOLUTION.

In our current culture of 24/7 operating environments, consumers expect to buy groceries, fuel their cars and even complete complex financial transactions at their convenience. Maintaining optimal ATM availability is critical to providing a positive experience. However, too often consistent, reliable operation falls upon maintenance technicians and a dependency in their busy schedules. But now, with Diebold OpteView® Remote Services, nearly one quarter of all ATM faults can be resolved remotely and in near-real time for significantly improved uptime and increased consumer engagement.



RESOLVE ATM FAULTS BEFORE THEY IMPACT CUSTOMERS

OpteView Remote Services offer remote maintenance and repair through a secure connection to the ATM. It provides faster resolution times, improved troubleshooting capabilities and real-time support - ensuring reliable access when consumers need it.



INSTANT CONNECTION

Inspire consumer confidence by delivering “anytime, anywhere” issue resolution and availability.

We've got a solve for that.™

AN ATM WITH JUST FOUR PERCENT DOWNTIME RESULTS IN 14.6 DAYS OF UNAVAILABILITY.

ACCELERATE PROBLEM RESOLUTION

Faster failure diagnostics, troubleshooting and root-cause analysis result in noticeably faster problem resolution and improved first-time fix rates. OpteView Remote Services enables Diebold technicians to resolve issues with configuration improvements and hot fixes, addressing self-service availability issues in a fraction of the time that a site visit could require.

TAKE A PROACTIVE APPROACH

BA remote terminal connection allows real-time access to performance data. Operators can pull data on a recurring basis to form baselines for device performance, monitor changes and sometimes even predict failures before they happen. Proactive identification and management of issues enables financial institutions to schedule necessary maintenance during off-peak hours for minimal inconvenience.

REDUCE SERVICE TIME AND COSTS

With remote diagnostics and repair, OpteView Remote Services dramatically limits the frequency of service calls and can shorten response times to a matter of minutes. When ATM faults do require onsite technician assistance, preliminary diagnostics ensure that technicians bring the right tools and approach for efficient service calls.

ENHANCE CONSUMER EXPERIENCE

OpteView Remote Services significantly reduces downtime and minimizes failed consumer interactions. It provides consumers with reliable, consistent services and funds, and fosters trust.

YOUR ATM FLEET IS CAPABLE OF MORE. OPTVIEW REMOTE 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.