

FOREX Partners with Diebold Nixdorf to Drive Digital Transformation and Enhance Customer Experience

FOREX TRUSTS DIEBOLD NIXDORF TO MANAGE ITS ENTIRE ATM NETWORK END-TO-END

The partnership between FOREX and Diebold Nixdorf started when FOREX signed a Managed Services contract to hand over the end-to-end management of its entire ATM fleet to Diebold Nixdorf. Carolina Bopp, Senior Dealer at FOREX explains: **“Moving to a new self-service channel provider while increasing outsourcing across three countries was a big project. However, the journey with Diebold Nixdorf has been seamless. New operations were set up faster than we expected, and FOREX has benefitted from Diebold Nixdorf’s integrated approach to hardware, software and service.”**

CUSTOMER BACKGROUND

FOREX is the market leader when it comes to travel money and foreign exchange in the Nordics. After opening its first branch in Stockholm in 1965, FOREX is now present across Sweden, Norway, Finland and Denmark, serving more than 5 million unique customers each year through nearly 80 branches. FOREX has a self-service fleet of 100 Diebold Nixdorf ATMs, including DN Series™, in key locations with a high footfall, such as airports and train stations.

Overview

FOREX

Stockholm, Sweden



Clients: **5 MILLION P.A.**

Employees: **500**

Branches: **80**

Total number of ATMs: **100**



“We knew that outsourcing the end-to-end management of our self-service channel would increase efficiency and drive additional revenue. Partnering with Diebold Nixdorf has been a game changer for our organization.”

—Ann-Charlotte Bergström, Manager Strategic Relationships & ATM, FOREX

CHALLENGES

- Fast and efficient roll-out of a fully operating self-service network across multiple countries
- Offer market-leading 24/7 availability to consumers
- Maximize protection against potential security attacks
- Outsource end-to-end fleet management to a one-stop technology services partner
- Deliver innovations and offer new compelling consumer journeys
- Drive additional revenue opportunities through the self-service channel

SOLUTIONS

- Implementation of entire 100 ATM fleet including DN Series
- Hardware and Software Lifecycle Management
- Asset Financing
- Security and Compliance via Vynamic® Security
- 24/7 Monitoring, Event Management, and Integrated Service Desk
- 2nd Line Maintenance powered by DN AllConnect™ Data Engine
- Transaction Processing via Vynamic Transaction Engine
- Marketing Management

IMPACT

- **High availability:** ATMs are always running; downtime kept to a minimum
- **Single point of accountability:** Fast and efficient set up of operations and outsourcing capabilities across multiple countries
- **Always-on compliance and security:** Multi-layered, future-proofed protection against attacks
- **Multi-currency management:** 12 different currencies
- **Innovative ATM design and large interactive touch screen:** Enables marketing messages, advertisements, and an easier user experience
- **ATMs as brand ambassadors:** Increasing visibility in key locations, touchpoint opportunities 24/7 and generating additional revenue
- **Strong growth of ATM fleet:** From 35 ATMs in 2019, to 100 in 2022

FOREX PROFITS FROM DIEBOLD NIXDORF'S GLOBAL SCALE, KNOWLEDGE AND EXPERIENCE

Customer centricity is the key driving force behind both FOREX and Diebold Nixdorf's operations and has resulted in a strong, successful, and unified partnership. As FOREX continues to target growth and have a core focus on the consumer, Diebold Nixdorf has provided the innovation platform to bring new opportunities to fruition, including increasing customer touchpoints, enhancing operational efficiencies and reducing complexities across the ATM channel. For Carolina Bopp, it's clear: **"We are experts in the foreign exchange business, not ATMs. It is more efficient for us to partner up with an expert in the ATM technology space like Diebold Nixdorf, relying on their global scale, knowledge and experience."**

LEADING DIGITAL TRANSFORMATION THROUGH THE ATM CHANNEL

As digitization continues to gain importance across all consumer touchpoints, FOREX is driving channel transformation with a digital-first focus. With specialist industry knowledge, Diebold Nixdorf has worked hand-in-hand with the organization to define and develop



its self-service strategy. As part of an integrated channel approach, FOREX has increased its number of ATMs from 35 in 2019 to 100 in 2022. Introducing the new DN Series family has also enabled FOREX to further digitize its branches, drive efficiencies and prepare for the future. FOREX's Manager Strategic Relationships & ATM, Ann-Charlotte Bergström, says: **"The ATM is a critical factor in our branch transformation, both from a cost-efficiency and customer experience perspective. ATMs allow us to be present where our customers are, at airport terminals or train stations. As brand ambassadors they bring visibility to our brand, increase touchpoint opportunities, and ultimately generate additional revenue."**

DN SERIES IMPROVES USER EXPERIENCE

FOREX profits from DN Series' modern and innovative design. The large screen combined with the lit privacy panels are eye-catchers that quickly draw consumers' attention towards FOREX's prominent yellow-branded ATMs. Thanks to their interactivity, the screens enable FOREX to run marketing messages, share advertisements and simplify the overall ATM usage for its clients. Carolina Bopp is happy: **"We love the new DN Series. Our ATMs are our brand ambassadors, and their modern and innovative design is very important for us."**

DIEBOLD NIXDORF ENSURES MULTI-CURRENCY MANAGEMENT

Since most FOREX customers are international travelers, foreign exchange or "travel money" is the most used service at their ATMs. Linnea Nordin, Stockholm Arlanda Airport's branch manager, explains, "It is important for us to offer many different currencies - including all of the different destinations from the airport." Thanks to Diebold Nixdorf's ATMs, FOREX can easily offer a wide range of currencies and reliably manage them through flexible technology. Linnea Nordin recognizes the flexibility and choice this enables FOREX to deliver to their customers: "For the moment we have 12 different currencies in the ATMs... and more to come."

DN ALLCONNECT SERVICES™ INCREASE AVAILABILITY AND ATM UPTIME

Offering 24/7 services to its customers is very important for FOREX. **"Since many of our customers are travelers, it's very important that our ATMs are available around the clock. By using Diebold Nixdorf's Managed Services solutions, we can keep downtime to a minimum, which gives us peace of mind to focus on serving our customers,"** says Ann-Charlotte Bergström. All FOREX ATMs are connected to DN AllConnect Data Engine. The predictive maintenance capabilities boost availability across the network, providing the valuable power to foresee a possible failure and pre-empt it. Carolina Bopp is sure: **"DN AllConnect Services help us become more competitive and successful on the market."** FOREX ATMs are monitored 24/7, so any



fault can be detected in real-time and remote resolution capabilities can be activated so, where applicable, incidents can be fixed in a matter of minutes without anyone noticing. Incident Management is fully automated for most issues, keeping the need for FOREX to raise a service request to a minimum.

PROTECTING THE ATM FLEET AGAINST A LARGE VARIETY OF ATTACK SCENARIOS

Combining the use of Diebold Nixdorf's Software Deployment services with the full Vynamic Security software suite ensures that FOREX's ATM channel is always PCI DSS compliant and benefits from a proven, full stack, multi-layer security protection. Diebold Nixdorf's Software Deployment is the first line of defence as it allows vulnerabilities to be identified and patched remotely, all while being invisible to the end user. With Vynamic Security, ATMs are safeguarded from malware, hacking, emerging cyber threats and more. Intrusion protection and hard disk encryption combined with DN Series' strong physical protections offer additional safeguards, contributing to FOREX's ironclad approach to security.



"We are glad to have a fleet that looks great and is both secure and available in such a compact size. It's a real advantage for us."

—Carolina Bopp, Senior Dealer, FOREX