

Piraeus Benefits from Innovative Software Solutions

Diebold Nixdorf is supporting Piraeus Bank with state-of-the-art ATM software and innovative cash management concepts. Greece's leading bank has turned the financial crisis into a growth opportunity.



Since 2012, Piraeus Bank has acquired seven other financial institutions, expanding its presence and business activities throughout Greece. As a result the bank has evolved into an IT integration expert. It relies on Diebold Nixdorf's multivendor software for consolidating its ATM network and uses the company's monitoring software to oversee the network. To help its business customers manage cash, the enlarged bank has also collaborated with Diebold Nixdorf to develop a new service that is enjoying increasing popularity.

Early into its acquisitions, Piraeus Bank decided to run the same multivendor software on all its machines so that just one application would have to be maintained and refined, regardless of the ATM manufacturer or individual model. The acquired ATM networks were migrated to the Piraeus Bank multivendor application overnight. Today, the bank operates in Greece with around 2,000 ATMs manufactured by three different companies.

THE ATM NETWORK IS ALWAYS UNDER CONTROL

To be able to react in a faster and more focused manner to problems and to increase the overall availability of the ATM network, Piraeus Bank decided in 2013 to replace a monitoring solution from a different vendor with Diebold Nixdorf's monitoring software, ProView and ProView Incident Manager.

Previously, the bank accessed status data via the central switching systems of its payment transaction service provider. This solution, however, did not always provide all the necessary information and exact transaction data.

"It took just one week to adapt ProView to provide an exact overview of the ATM network," says Jannis Delis, General Manager of Group Technology, Funds Transfers and Operations at Piraeus Bank, of the short implementation phase. The cash-in-transit (CiT) partners are now managed based on information provided by ProView. Especially for crisis situations, the bank believes that precise cash management is vital – an empty ATM would jeopardize customer trust at a time when withdrawals are limited to €420 per week per customer.

COOPERATION WITH RETAILERS

To better serve medium-sized business customers, a key target group, Piraeus Bank also developed a service to improve its cash management operations based on Diebold Nixdorf's solutions. The service, called BIO (Bank In Office), is already used by 20 retail companies throughout Greece. As part of the service, the bank installed cash recycling systems in the retailers' stores, enabling them to collect their cash directly in the system.

The total is then credited immediately to their accounts at Piraeus Bank, which handles the cash logistics. The business customers include supermarkets and tobacco wholesalers whose drivers supply kiosks and are paid in cash for their products. Another is a fuel delivery company that supplies independent filling stations with gasoline. Because the majority of the independent filling stations pay cash for their deliveries, large amounts of cash have to be managed at the end of the day. "The benefits of the solution are obvious: immediate crediting and simple, and above all, secure cash handling," says Jannis Delis.

SUCCESS AND BENEFITS

- Intelligent cash services for retailers
- Monitoring software ensures high system availability in the multi-vendor network



"It took just one week to adapt ProView to provide an exact overview of the ATM network."

— **Jannis Delis**, General Manager Group Technology, Funds Transfers and Operations at Piraeus Bank