

10 Good Reasons To Engage With Diebold Nixdorf's Second Line Maintenance



Diebold Nixdorf's Second Line Maintenance is there for you when your problems go beyond the routine, everyday issues ATMs face. Whether it's hardware repair or updating software, our Second Line Maintenance offering picks up where First Line Maintenance leaves off, ensuring your machines are up and running as soon as possible.

We draw upon our wealth of global knowledge and our dedicated, well-trained service engineers to reach an extraordinary first-time fix rate with our Second Line Maintenance services.

With more than 10,000 service technicians and a footprint in more than 130 countries, our expertise is always on-call to meet your needs. Experience how Diebold Nixdorf's Second Line Maintenance offering can help your organization.

10 REASONS

1. Increased System Availability
2. Optimized Productivity
3. Manufacturer Knowledge
4. Service Expertise
5. Single Point of Contact
6. Experienced Service Technicians
7. Original Spare Parts
8. Multivendor Capabilities
9. Remote Resolution
10. Total Cost of Ownership

10 Good Reasons | Diebold Nixdorf's Second Line Maintenance

1. INCREASED SYSTEM AVAILABILITY

Our Second Line Maintenance maximizes the uptime of your branch systems, freeing you to focus on your core business. We provide best-in-class service based on a standardized Incident Management process led by our global service specialists. We can also handle many incidents remotely, solving simple issues with little interruption to your business. Whatever your needs are, Diebold Nixdorf can tailor our services to meet them.

2. OPTIMIZED PRODUCTIVITY

We help optimize your productivity by acting as your Single Point of Contact (SPoC) for any product-related issues. We cut down on your administrative work by managing your relationships with third-party providers and other suppliers. As your integrated-service provider for service requests, we provide expert care throughout the product lifecycle, ensuring your entire fleet is well-maintained and available when your customers need it.

3. MANUFACTURER KNOWLEDGE

Diebold Nixdorf is not only a service company—we are also an industry leading self-service terminal manufacturer. With 50 years' experience building ATMs, we benefit from superior product knowledge, which we align with our service processes. This also makes us one of the most experienced manufacturers and service partners in the industry today.

4. SERVICE EXPERTISE

As a longtime service provider, we are able to deliver unparalleled support on a global basis. We have established strong customer relationships by expertly addressing the needs of partners from the financial, retail and service station sectors.

5. SINGLE POINT OF CONTACT

Diebold Nixdorf's Global Customer Care Center acts as a SPoC for you, providing a wealth of expertise through a dedicated, professional support staff. To ensure the best possible customer service, we employ more than 2,000 support agents worldwide, and they are ready to assist you in more than 25 languages. Our customer care center is available 24/7 and resolves about 10 million incidents a year. Our knowledgeable team and streamlined incident-handling processes make up the pillars of our fast problem-resolution work.

MORE VALUE-ADDED SERVICES

Diebold Nixdorf delivers a comprehensive service package, which includes branch design, deployment, installation, First Line Maintenance and Second Line Maintenance, as well as proactive services like Monitoring and Self-Service Fleet Management. These packages can be tailored to suit your needs, and we offer a variety of SLA options for each environment. Our Second Line Maintenance contracts remains a core offering of our services solutions portfolio.

6. EXPERIENCED SERVICE TECHNICIANS

Boasting one of the largest response fleets in the industry with more than 10,000 field service technicians worldwide, Diebold Nixdorf handles 4.3 million products and 1.3 million repairs annually. Our certified and regularly trained technicians have access to the latest diagnostic tools, as well as our global knowledge base, empowering them to solve even the most unusual incidents quickly.

7. ORIGINAL SPARE PARTS

Our Global Service Supply Chain uses intelligent forecasting and replenishment processes to ensure your fleet gets the parts it needs when it needs them. Original spare parts are provided by our global repair centers, ensuring you always get the right parts, even in a multivendor environment.

8. MULTIVENDOR CAPABILITIES

We are an integrated service provider, equipped to handle all of your IT systems no matter the manufacturer. To ensure the best service for your business, we support multivendor environments across various systems, expertly servicing both our products and those made by other companies. Diebold Nixdorf is a proven partner with extensive knowledge and capabilities that provide the kinds of solutions that make a significant difference.

9. REMOTE RESOLUTION

Our incident-management process gives us the opportunity to solve malfunctions remotely via our Remote Connection. Remote resolution services ensure maximum system availability and uptime, getting you back to full functionality quickly. If the issue cannot be fixed via the remote connection, we will send out one of our expert field service technicians to fix the error.

10. TOTAL COST OF OWNERSHIP

Your self-service fleet is an important investment and Diebold Nixdorf is here to protect your assets through our expert product experience, service knowledge and unparalleled end-to-end solutions.



To learn more, visit [DieboldNixdorf.com](https://www.DieboldNixdorf.com).