

Businesses and employees are becoming increasingly mobile, producing a large amount of valuable data via connected devices. Enterprise mobility offers a range of unprecedented opportunities but can create countless challenges for IT if not managed properly. Businesses are turning their attention toward maximizing the impact of their mobile fleet and achieving real business value. An efficient enterprise-mobility strategy plays a decisive role and is the key to business success.

DN AllConnect Managed Mobility Services covers all services and is tailored to your needs to take full care of your mobile-device fleet and let you benefit from the usage — in a cost-efficient and worry-free way. We ensure flawless functionality and empower business operations in a secure, scalable and future-proof way. We manage, monitor and provide the essential analytics enabling you to grow and optimize prime processes.

REAL-TIME MONITORING & VISIBILITY

- Real-time insights
- Maximum availability
- Data-driven actions
- Optimized processes

CONTROL & INCREASED AVAILABILITY

- Compliance
- Proactive actions to prevent failures
- Automated recovery processes
- 24/7 flawless functioning / availability

DATA COLLECTION & BUSINESS INSIGHTS

- Data-based decisions
- Detailed performance and usage insights
- Personalized dashboards
- Valuable indicators for business improvements

VDC Research concluded that the initial investment in hardware, software and tools only represents 27 percent of the total costs. About the same amount is spent on the support of the solutions and correcting problems that occur. Nearly half of the total cost of ownership (TCO) is made up of indirect or soft costs that result from malfunctioning, downtime and data usage.

DN AllConnect Managed Mobility Services enables retailers and financial institutions to achieve their desired TCO when implementing mobility solutions. It is designed to optimize the 73 percent of mobile computing costs that come along with the use and support of devices.

DN ALLCONNECT MANAGED MOBILITY SERVICES INCLUDES THE FOLLOWING SOLUTIONS:

Preventive Asset Management

We assure the flawless operation of unique configured devices at any location for the individual user independent from task, operating system or IT environment. Configuration storage and security is centralized so we can monitor inconsistencies via periodic heartbeats and manage required changes with controlled updates. The change-management process of required configuration and enabled functionalities per device is also centralized. Remote deployment of the right configuration, firmware, OS and application version to every device.

Proactive Location Control

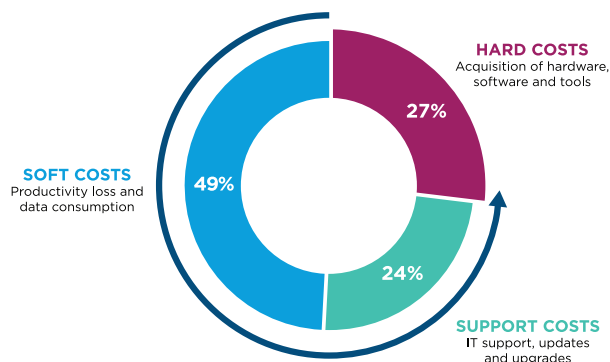
Real-time performance monitoring of the complete implemented solution is conducted via a continuous flow of usage and health data to ensure location control. Advanced analytics transform the massive amount of real-time data into proactive actions (e.g., automatic recovery process, blocking of a device) or send notifications to our control room, minimizing disturbances and ensuring faultless functioning.

Repair Management

Remote and on-site recovery processes to correct or swap defected devices with pre-installed ones from the spare pool. All this occurs within the service-level-agreement timeframes. Fully automated Return Merchandise Authorization processes give insights into all repairs and assure maximum availability on the shop floor with minimum spares.

Store & Branch Intelligence

Personalized dashboards with customized performance indicators provide a quick and real-time overview of stores, depots or single workspaces from a financial (cost allocation), IT (availability), or operational (usage) perspective on a 24/7 basis. Periodic reports offer comprehensive insights into disturbances influencing daily operations and provide an overview of user behavior and actual usage.



Service Portal

The essence of your information in one place, available from any device in real time. Diebold Nixdorf's customized Service Platform is a personalized, online platform where registered users in different roles are provided with real-time information about their mobile fleet. Dashboards enable you to keep an eye on the information you are interested in and show you the key performance indicators to ensure flawless functionality and empower your business operations.

WHY DIEBOLD NIXDORF?

Diebold Nixdorf AllConnect ServicesSM offers transformative commerce services that provide tailored, end-to-end solutions with a customer-first view. We help banks, credit unions and retailers accelerate their performance on a global scale. Using the foundational strength of our top-rated, passionate and technically perfect support workforce, we consistently deliver ultra-secure transactions and services with upwards of 99% uptime. From maintenance operations to business solutions to data-driven insights, only DN AllConnect Services delivers the expertise and innovation that help businesses thrive by identifying today's efficiencies and tomorrow's opportunities.

