

**MANAGED MOBILITY SERVICES  
REPAIR MANAGEMENT**

**DIEBOLD  
NIXDORF**

**WORRY FREE  
REPAIR-PROCESS  
MANAGEMENT,  
MAXIMIZED DEVICE  
AVAILABILITY**

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.

How can you deal with this pressing issue without depleting a significant part of your IT budget? Moving your business-critical operations to a dynamic mobile environment requires a managed solution with the right set of people, processes and technologies to centrally control devices and mobile-computing services in an efficient and secure way.

Diebold Nixdorf 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. By taking control, 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.

## REPAIR MANAGEMENT

When your business-critical operations depend on mobile devices, you don't want to spend unnecessary time fixing malfunctioning devices via complex repair-management processes that require heavy administration and logistic planning. Mobile assets are used all over the world, in different locations and time zones, making time one of your biggest enemies. When mobile devices cannot be repaired remotely, local actions should be performed to get devices back online again as soon as possible. In these cases, customized, centrally controlled and managed repair processes can save time and money – and keep your operations running smoothly.

Diebold Nixdorf Repair Management – managed by Diebold Nixdorf's control room – covers all steps, from failure detection to when the device gets back to its user configured and ready to use - without any extra effort from you. Our customized Service Portal provides the necessary functionalities for Easy Mobile Deployment (including reinstallation, swap or ordering a new device), and tracks the fulfillment process. The Service Portal ensures you always have up-to-date information about the device's repair status.

### Features of Repair Management include?

- Field Service App – for swapping broken devices with ready-to-use devices from spare inventory
- Device tracking throughout the total repair circle
- Decision tree and self-service functionality – for local users to reinstall or create authorized repair processes for the service center
- Local non-hardware failure correction with appropriate settings and accessory swap
- Repair dispatch, track and trace of repair process
- Repair history fully integrated with service center

### How will you benefit from Repair Management?

- Quick deployment
- Minimized repair spare stock
- Maximized device availability
- Simplified repair process management
- Minimized help-desk calls
- Reduced no-fault-found calls

## WHY DIEBOLD NIXDORF?

With an installed base of 1 million customer touchpoints in more than 120 countries, Diebold Nixdorf leads the industry in self-service cash systems automation innovations. This positions us to better understand the market needs of today and anticipate those of tomorrow. Leveraging our IP and expertise in cash handling, security and branch automation, we use our knowledge across peripheral markets where self-service efficiencies are emphasized for consumers who desire ease, familiarity and security with their day-to-day transactions— from branch to mobile and beyond.

**MAXIMIZE DEVICE  
AVAILABILITY AND  
MINIMIZE REPAIR  
TIME. CONTACT  
YOUR DIEBOLD  
NIXDORF  
REPRESENTATIVE  
TODAY.**