

SEAMLESS OPERATIONS, ENHANCED EFFICIENCY AND AGILITY. SO YOU CAN FOCUS ON YOUR CUSTOMERS.

In the highly competitive retail market, providing optimal consumer experiences is priority number one. Ensuring an ideal shopping experience can be challenging when you're also attempting to operate your store network as efficiently as possible. Store Lifecycle Management provides you with tailored IT services on standard building blocks to ensure the end-to-end (E2E) management of your business processes. By implementing this solution, you gain faster access to innovations in a rapidly shifting retail landscape, and can focus on your core responsibility: improving the consumer experience. With Store Lifecycle Management, you profit from comprehensive transparency of performance and costs, so you can be sure to be in control of your IT.

SIMPLER PROCESSES

- Complete lifecycle coverage
- Standardized service support processes
- CapEx to OpEx shift
- Transparent SLAs

FASTER RESOLUTIONS

- 24/7 multilingual support
- ~ 70% first contact resolution
- 2x rollout speed
- Mitigation of security and compliance issues

BETTER RESULTS

- Standardized global service delivery
- Professional project management
- End-to-end responsibility for operations
- Tailored services to meet your needs

In the new digital era, human-to-human relationships are more critical than ever—in fact, they’re the only true differentiator your brand has to leverage. If your strategic goals include deepening consumer relationships and driving down costs, your organization can benefit from our Store Lifecycle Management services. With Diebold Nixdorf behind the scenes, your brand can focus on putting its best face forward.

Our solutions offer the store and business management flexibility you desire, with options that include management of the retail store IT from setup to operation, relocation and store closures.

STORE SUPPORT

Manual monitoring and/or limited, intermittent help-desk support can cause huge problems for your network. Store Support proactively monitors store IT endpoints and provides you with a single point of contact for steering internal and external suppliers and delivery organizations on your behalf. Store Support also provides a multilingual retail service desk to solve in-store IT issues more quickly, and a global knowledge database as an invaluable resource.

STORE OPERATIONS

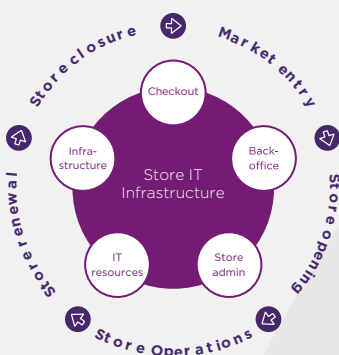
Is your IT infrastructure getting too large or unwieldy to manage in-house? Store Operations acts as a central point of responsibility to manage your IT in a structured yet flexible way. Solutions can be tailored to your organization’s needs, yet you still benefit from the economies of scale and standardization that Diebold Nixdorf provides as a global services partner. The main focus is to provide operational excellence for all supported IT business processes within a retail store as well as connected centralized IT infrastructure components and applications. Store Operations can help reduce your TCO and drive significant improvements in quality.

STORE PROJECTS

Store openings and closing are massive undertakings. Don’t let your internal staff get bogged down with these major projects. Our experienced project managers can supervise market entry, openings, renewals and transformation projects, with attention to local details and your global IT infrastructure. If you plan to expand into new countries, not only is speed important but cultural aspects must also be considered in order to guarantee optimal availability and time to market. Our experienced retail service experts have a proven track record of supporting retailers with a local presence all over the globe. We’ll work with you to implement standardized, industry-tested processes and solutions that meet your budget and timeline, every time.

CASH RELATED SERVICES

Handling cash counting, planning and balancing doesn’t have to take up valuable employee time. End-to-end, retail-specific Cash Related Services consolidates in-store cash planning to offer your organization full visibility and accountability. Prior to cash pick up, you gain access to funds in the retail cash devices – we take care of providing all cash data on time to optimize your cash flow.



WHY SHOULD DIEBOLD NIXDORF BE YOUR PREFERRED SERVICE PROVIDER?

WE PROVIDE SIGNIFICANT ADVANTAGES—AND CONTINUITY—TO OUR CUSTOMERS.

With more than 150 years of experience, Diebold Nixdorf is an industry-leading provider of services that ensure the optimal performance of self-service networks, branch and IT solutions for the financial and retail industries. Always on! Our global service delivery operation provides highly qualified and advanced services both locally and globally around the clock. This allows a broader portfolio coverage ranging from basic IT services to comprehensive business process support. Organizations around the world rely on us to keep their self-service and sales operations technology available, efficient, convenient, secure and compliant.

ENHANCE CONSUMER CONVENIENCE, AND IMPROVE OPERATIONAL EFFICIENCY. CONTACT YOUR DIEBOLD NIXDORF REPRESENTATIVE TODAY.