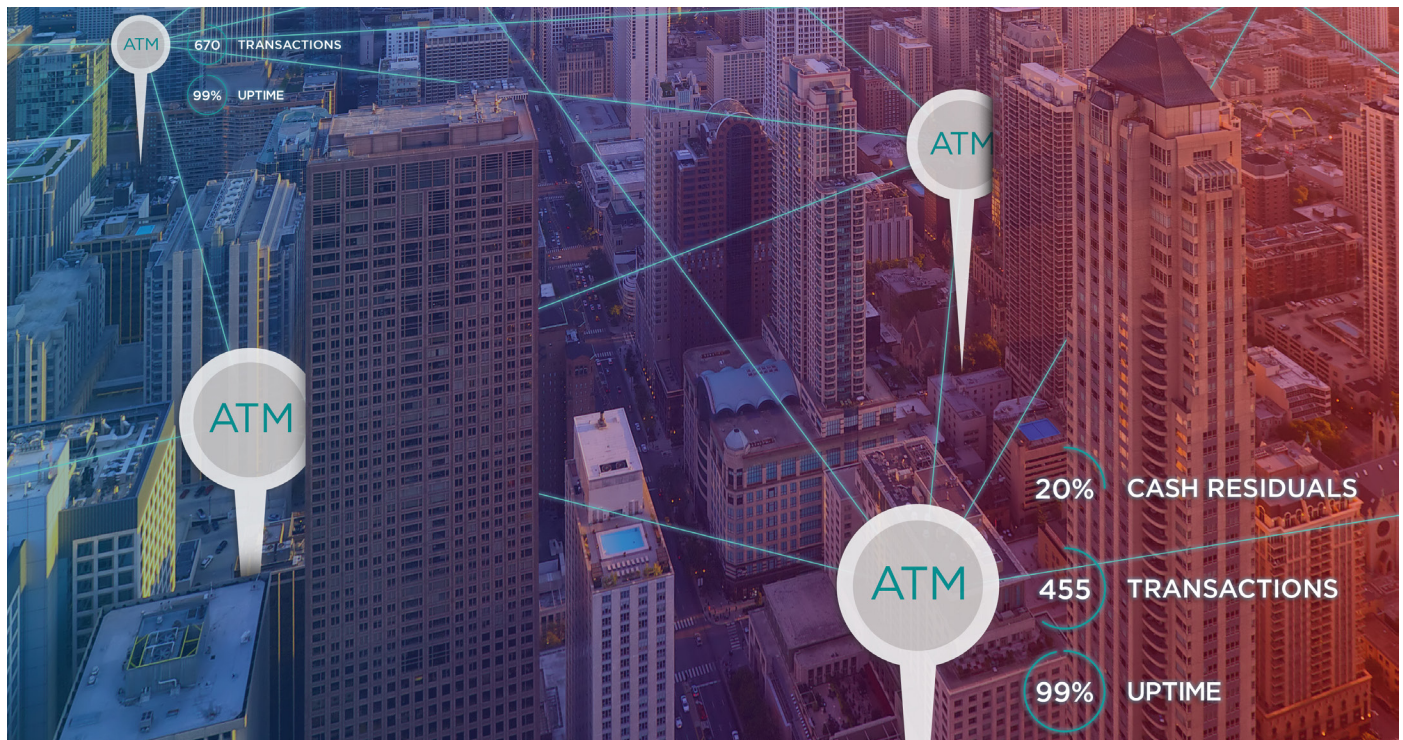


# Unleash the Potential of your ATM Fleet.



The self-service channel can be a highly performing asset to deliver banking services 24/7 and support an efficient and profitable delivery of the retail banking strategy. However, ensuring each ATM is always available, compliant and resilient to usual and emerging security threats comes with a high degree of complexity. Indeed, managing a fleet in-house end-to-end requires a substantial set of specific resources. DN AllConnect Managed Services brings extensive expertise to help you streamline your operations and maximize the value gained from your ATM network.

## MARKET LEADING USER EXPERIENCE

- Device uptime consistently over 99%
- Optimized cash availability
- Faster innovation to market
- Personalized user journeys

## ALWAYS ON SECURITY AND COMPLIANCE

- Regular checks and software patch deployment
- Multi-layered and future-proofed security protection including hard drive encryption and windows password management
- PCI-DSS compliance requirements addressed

## INCREASED REVENUE AND LOWER TOTAL COST OF OWNERSHIP

- Minimized reliance on in-house resources
- Reduced investment in infrastructures and related upkeep cost
- Economies of scale and no hidden, forgotten cost

When you partner with Diebold Nixdorf, you're gaining access to a world-leading end-to-end portfolio of solutions that can be tailored to meet your organization's unique needs.

#### **DN ALLCONNECT MANAGED SERVICES INCLUDES THE FOLLOWING SOLUTIONS:**

##### **Monitoring and Event Management**

Monitoring and Event Management delivers automated, event-driven supervision of the self-service channel around the clock. It detects a technical incident or a skimming attack in real time while automated diagnostic tools trigger remote resolutions, often before there is a negative impact to the customer experience. Transparency about the performance and health status for every ATM is guaranteed through a comprehensive set of reports accessible via a user-friendly web-based platform.

Optional Add-on Services:

**Inventory Management** supports PCI audits and compliance by providing the latest data about each device including ATM serial numbers, Electronic PIN Pad serial numbers, firmware versions, card reader models, drive capacities, software and middleware versions.

**Electronic Journal Retrieval** provides access to transaction data collected from deployed devices, with an option to download them, for assistance with disputes and settlement or reconciliation issues.

##### **Integrated Service Desk**

Consolidating your self-service channel management to a single point of contact improves uptime, speeds up remote diagnostics and incident resolution, and optimizes the use of on-site resources. Our specialized support staff leverages our global central knowledge base and insights from DN AllConnect<sup>SM</sup> Data Engine to ensure fast, appropriate responses to every challenge.

##### **Software Deployment Management**

Software Deployment Management offers an integrated approach to managing the complete software stack, from design-driven development to active maintenance throughout the lifecycle. Benefit from patch management, software packaging and operational readiness testing, rollout scheduling, piloting, remote deployment, requirements management, release planning and more.

##### **Cash Management**

With cash representing up to 50% of the total cost of ATM network ownership, it is worth implementing a solution that increases efficiencies and reduces costs while optimizing cash availability. End-to-end Cash Management Services offer you strategies and solutions to ensure your organization avoids cash outages and optimizes efficiencies. A solution is tailored to your specific needs and challenges to consolidate your cash planning needs and potentially manage the entire cash supply chain, driving synergies that minimize costs.

##### **Security Management**

Our Security Management Services offer a multi-layered, holistic approach to an ATM fleet, detecting logical and cyber attacks in real time, optimizing the protection from jackpotting, malware, host spoofing and denial of service, and enabling always-on compliance to industry standards. Benefit from 24x7 security alerting, malware detection, USB and external device control, managed firewall, hard drive encryption and Windows password management to protect your most important asset: your consumers' personal transaction data.

##### **Marketing Management**

Properly maximizing the marketing potential of your ATM network increases the value of the entire self-service channel and enables more and deeper connections to consumers while they're in a banking mindset. Marketing Management offers tools to enable consumers to personalize the way they transact. In addition, educational and marketing messages can be embedded within the transaction journey and can be location-specific to match objectives and priorities. Financial institutions can also run targeted campaigns to acquire customers or cross-sell existing ones.

#### **WHY DN ALLCONNECT SERVICES?**

Diebold Nixdorf AllConnect Services<sup>SM</sup> offers industry-leading 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, technically trained service experts combined with data intelligence, we maximize availability and performance of your self-service channel while ensuring always-on compliance and security. 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.