

DN Branch 360

Modernize Your Physical Branch Designs



In the past, brick-and-mortar financial institutions (FIs) played a huge role in how and where consumers conducted their banking. Today, some would say the classic brick-and-mortar model is a thing of the past, with the advent of new channels, such as digital apps and online service portals, that give consumers faster and more convenient ways to conduct their banking.

That perspective, however, glosses over the day-to-day reality for millions of consumers, and most importantly, small- to medium-sized businesses (SMBs). Despite advanced technology, automation and digitalization, the branch plays a connecting key role, providing a human interface and financial expertise that consumers crave in our digitally driven, fast-paced world.

Diebold Nixdorf's Advisory Services and Branch Design and Deployment (BDD) teams partnered with Structure First to support FIs around the globe by connecting physical components of the banking experience to the digital channels consumers want and need. When it comes to redefining the branch experience, whether physical or digital, design matters. DN Branch 360 focuses on six key components for the most comprehensive and cost-effective branch design:



Physical Design



Operational Design



Channel Experience Design



Architectural Drawings



Bidding and Construction Management



Brand Design

DN Branch 360



PHYSICAL DESIGN

Physical Design brings together form and function to create a branch environment that's efficient, secure, and adaptable. From layout and traffic flow to the strategic placement of equipment and workspaces, every element is thoughtfully planned to support staff operations, protect privacy, and enhance long-term flexibility. It's a foundational step in building a branch that works as well behind the scenes as it does for those walking through the door.



OPERATIONAL DESIGN

Operational Design ensures that the branch functions smoothly by aligning traffic patterns, transaction types, and equipment with staff roles and consumer behavior. It considers current and future transaction volumes, supports technology adoption, and ensures staff are trained to guide consumers through evolving service models. The result is a branch that runs efficiently and adapts easily to change.



CHANNEL EXPERIENCE DESIGN

Channel Experience Design helps financial institutions define the right balance of automation and human interaction across branch formats. Whether it's fully automated, a mix of self-service and staff support, or flexible consumer-driven models, this approach guides the selection and placement of technology and personnel to meet strategic goals, manage costs, and serve different market needs.



ARCHITECTURAL DRAWINGS

Through a strategic partnership with Structure First, Diebold Nixdorf offers turnkey architectural support from concept to completion. This includes architect selection, design translation, RFI and submittal management, and milestone coordination, ensuring every physical space reflects the original design intent while meeting all safety and regulatory requirements.



BIDDING AND CONSTRUCTION MANAGEMENT

Structure First streamlines the execution of branch projects with comprehensive bidding and construction management services. From contractor vetting and document coordination to budget oversight, resource management, and monthly inspections, every step is tightly managed to maintain quality, control costs, and keep projects on schedule.



BRAND DESIGN

Brand Design delivers scalable, future-ready branch concepts that reinforce brand identity and network consistency. It supports flexible formats that are easy to replicate, sustainable, and immediately recognizable while also creating space for in-person engagement with key consumer segments and expert-led consultations.

Your branch redesign project shouldn't look like anyone else's.

Diebold Nixdorf's Advisory Services and Branch Design and Deployment teams, alongside Structure First experts, are experienced professionals who have the background and expertise to craft a design strategy that's right for you. Through DN Branch 360, the collaborative teams offer the most comprehensive and cost-effective end-to-end design solution to improve your branch operations

To schedule a consultation, contact your Diebold Nixdorf sales representative or visit [DieboldNixdorf.com/AdvisoryServices](https://www.dieboldnixdorf.com/AdvisoryServices).

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