

Multivendor Maintenance



Simplifying Your Operations. Protecting Your Investment.



As financial institutions (FIs) strive to enhance customer experience while improving operational efficiency, ATMs and Teller Cash Recyclers (TCRs) have become critical to their strategies. ATMs connect the physical and digital worlds, enabling consumers to access banking services and complete transactions autonomously, anytime and anywhere. TCRs streamline branch operations by automating cash handling and freeing staff so they can focus on advisory tasks. Because these devices are central to service delivery, maintaining high availability is essential. A strong, proactive maintenance framework ensures your fleet consistently provides the uptime, efficiency, and customer satisfaction your business depends on.

Multivendor Maintenance Built Around Your Needs

Many FIs operate mixed fleets with devices from multiple original equipment manufacturers (OEMs), which can add complexity, cost, and operational friction. HTx acts as one trusted partner to maintain your entire multivendor environment. Our turnkey approach streamlines operations and provides consistent service quality across every branch and device. With HTx, you gain a single accountable service provider committed to maximizing availability and simplifying day-to-day operations.

Key Service Advantages

ONE PARTNER. ONE CHANNEL. ONE ACCOUNTABILITY.

A unified support model eliminates the need to manage multiple vendors. You receive one consistent point of contact, one ticketing process, and one team accountable for keeping your fleet performing.

INTEGRATED SERVICE PLANS

Your maintenance plan is aligned to your operational priorities and business goals, ensuring maintenance fully supports your strategy.

SMOOTH ONBOARDING

A proven, structured transition model ensures quick startup and uninterrupted operations.

UNIVERSAL TECHNICIAN APPROACH

HTx technicians are trained to service the most widely deployed ATM and TCR models, completing first-line maintenance and second-line maintenance in a single visit, when required. Corrective and preventive tasks can also be handled together – minimizing disruption and accelerating issue resolution.

HIGHEST SERVICE STANDARDS

We deliver market-leading SLAs with strong first-time fix rates and rapid response enabled by dense national coverage.

PREDICTABLE COSTS

Transparent pricing supports accurate budgeting and eliminates surprises.

A Customer-centric Delivery Model

FIELD TECHNICIANS

HTx employs highly skilled technicians with deep multivendor expertise. Continuous technical and customer-service training ensures rapid diagnosis and resolution across all major OEMs.

SINGLE SERVICE INTERFACE

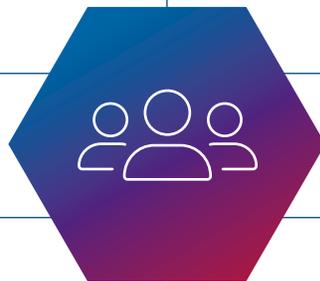
A 16x7 Level 1 and Level 2 helpdesk provides fast, personalized support. You benefit from one consistent process for your entire fleet:

- Submit and track service tickets through your portal, integrated with HTx incident systems
- Access real-time status and reporting
- Streamline branch workflows and reduce administrative burden

ENGINEERING SERVICES

Our engineering team expertly navigates the full ecosystem of hardware, software, and applications.

They provide Level 3 escalation, perform root-cause analysis, and deliver improvements that enhance performance and stability.



PARTS REPAIR AND LOGISTICS

HTx operates multivendor repair facilities supported by a national logistics network offering same-day delivery.

- Technician vans are stocked for 85% of expected issues
- Forward-stocking locations support 2-4 hour part access
- These capabilities reduce repair times and increase overall availability

REPORTING AND ANALYTICS

We provide weekly, monthly, or quarterly SLA reporting, along with insights into chronic issues and actionable recommendations to protect uptime.

CUSTOMER SUCCESS MANAGER (CSM)

A dedicated CSM oversees your service relationship.

- Monitors open tickets and provides regular updates
 - Coordinates HTx teams
 - Leads periodic operational and strategic review meetings
- Your CSM ensures transparency, continuous improvement and excellent service delivery.

Total Maintenance Solution

First Line Maintenance (FLM)

FLM restores equipment to operational status quickly by addressing basic technical issues and performing elementary maintenance tasks.

Activities include:

- Clearing jams, removing foreign objects, and resolving minor malfunctions
- Replacing simple components that require no specialized tools
- Rebooting or resetting devices

FLM visits may also include consumable replacement such as paper, or ink—either supplied by the customer or provided by Diebold Nixdorf depending on contract terms.

Second Line Maintenance (SLM)

SLM focuses on resolving technical faults and restoring full device functionality.

Services include:

- Remote diagnosis and resolution when possible
- On-site technical repair and defective component replacement
- Hardware and software issue resolution
- Software configurations reload
- Annual preventive maintenance for every ATM and TCR

Exclusive Value for Diebold Nixdorf Devices

When maintaining Diebold Nixdorf devices, HTx leverages insights from Diebold Nixdorf's data intelligence platform, DN AllConnect® Data Engine (ACDE).

- Prescriptive insights identify the exact repairs and spare parts required for faster, first-time fixes
- Preventive insights provide recommendations to be actioned by the technician while they are on-site to address emerging issues and to maximize uptime
- Predictive insights trigger ad hoc maintenance visits to avoid a future breakdown

This data-driven approach improves uptime, service quality, and operational reliability.

About HTx

As an organization spun off from a bank, HTx combines deep industry experience and operational discipline with an agile, start-up and customer-centric mindset. That is why the nation's largest banks continue to trust us with their operations.

Our services include:

- Branch equipment consulting, including networking, telecom and office technology
- Device integration, rollout and pre-staging
- Multivendor lifetime maintenance and support
- Inventory and asset management
- Secure device deinstallation and secure data removal

To learn more about HTx service plans, contact your Diebold Nixdorf representative today.

Learn more at [DieboldNixdorf.com](https://www.DieboldNixdorf.com).

