



## TCR Availability and Security

### Establishing High-Achieving Teller Automation

#### The Foundation of a High-Performing Teller Cash Recycler (TCR) Fleet

Market insights show that many customers still prefer to deposit cash at the counter with the assistance of a branch employee, and they expect to do so efficiently and conveniently. Providing the right teller automation solution to your staff is, therefore, key to supporting productivity and a positive customer experience.

#### Simplifying TCR Operations

With the **TCR Availability and Security Managed Services Package**, part of our Branch Automation Solutions portfolio, we release FIs from the burden of managing their DN Series® 600V TCR fleet while providing maximum transparency. Customers receive the insights needed to make informed decisions, optimizing their strategy and its execution. We maximize TCR uptime, enable channel compliance, and ensure your fleet is protected from a wide range of hybrid and logical security threats.

#### Reaching Market-Leading Availability

##### MONITORING AND EVENT MANAGEMENT

Our service expertise helps reduce the number of incidents, speed up resolution and maximize first-time fix rates, ultimately minimizing TCR service interruption.

##### State-of-the-art automation to speed up resolution

- Proactive monitoring and incident detection.
- Automated, accurate fault qualification enabled by the industry's most advanced and granular data collection, data-driven analysis and decision-making software.
- Self-recovery with 35% of failures automatically resolved promptly.
- Automated service ticket creation if an on-site repair is necessary.

##### Actionable insights to optimize fleet management and efficiency

- TCR performance and health status transparency through a highly comprehensive set of reports, accessible via a user-friendly web-based customer portal.
- Access to inventory data for each device for the strategic planning and execution of branch and fleet technology refresh programs.

##### INTEGRATED SERVICE DESK

Available 24/7, our call center is your single point of contact for all issues related to the solution package. Experienced support agents take accountability for the incident management process and drive prompt resolution.

## TCR Availability and Security Managed Services Package

### Maximizing Security while Maintaining Compliance

#### REMOTE SOFTWARE DEPLOYMENT

The first line of defense and foundation to protect a TCR is an up-to-date software stack including the operating system, platform and application software. Remote Software Deployment manages the installation of new applications, fixes and updates. This ensures that the latest version of software is always installed and thereby enables compliance with industry requirements.

#### SECURITY MANAGEMENT

Through 24/7 security monitoring, state-of-the-art capabilities and best-in-class processes, we detect hybrid, logical and cyber-attacks, alerting in real time, maximizing protection of your TCR fleet. You also benefit from a hardened Microsoft® Windows® Operating System, intrusion detection and prevention, USB whitelisting, and malware detection. All this is powered by our security software portfolio, purposely built for the retail banking industry.

### Better Together

Diebold Nixdorf leverages its unique position in the industry as an end-to-end TCR manufacturer, and provider of software and services, delivering a holistic approach to availability and security.

#### DN SERIES® 600V TCR

- More Available: usable by multiple tellers simultaneously; purposely built as an IoT device for data-driven excellence with over 150 sensors and 100 other data points.
- More Secure: different safe options; advanced alarm board; bill validators protecting from counterfeits.
- More Future Ready: ability to swap cash cassettes between ATMs and TCRs within the branch for additional staff and cash efficiencies in the future.

#### VYNAMIC® CONNECTION POINTS (VCP) TERMINAL SOFTWARE

- VCP-Branch is self-contained and locally controlled on the TCR, requiring no dependency on any other teller system.
- Enables TCR and coin devices to be managed and monitored in one solution.
- Simplifies balancing steps and speeds up overall processes.

#### DN ALLCONNECT IMPLEMENTATION AND MAINTENANCE SERVICES<sup>SM</sup>

- In-house design and manufacturing give us detailed insights into how best implement and maintain devices.
- Effective TCR deployment from site survey and preparation to staging, logistics, replacement and disposal.
- Our award-winning service model combines the industry's best technicians, infrastructures, and processes with the use of DN AllConnect<sup>SM</sup> Data Engine, our data intelligence platform built in house. Incidents are resolved faster, with industry-leading first-time fix rates and predictive maintenance.

### What's in it for You

#### MORE EFFICIENT TCR OPERATIONS

- Better performing TCR channel
- Single point of contact and accountability
- Removes the burden of managing core operations
- Compliance with industry risk mitigation and security standards

#### LOWER TOTAL COST OF OWNERSHIP

- Reduced reliance on in-house resources
- No need to host and maintain software
- Access to economies of scale
- Predictable operational costs

#### INCREASED REVENUE

- Increased productivity
- Frees branch staff for revenue-generating interactions
- Higher staff and customer satisfaction
- Increased customer flow and transactions

### Branch Automation Solutions: The Ultimate Banking Experience

Branch Automation Solutions are easy to adopt, software-enabled managed services packages that facilitate seamless, richer and faster consumer journeys by merging self-service, branch and digital technologies to nurture and grow customer relationships. The solution packages enable financial service providers to improve the efficiency ratio and augment the consumer experience while enhancing the cash ecosystem, further automating processes, reducing operational costs, optimizing the branch network and driving customer loyalty.

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

