



Europe

ATM Availability and Security

Establishing a High-Achieving Self-Service Channel

The Foundation of a High-Performing and Compelling Self-Service Channel

Financial institutions (FIs) are evolving branches into advisory hubs to provide greater customer value. At the same time, they are streamlining networks by consolidating branches wherever strategically appropriate. A robust self-service channel can enable this transformation by automating more teller transactions or even replacing branches. However, this channel is only effective if it delivers high uptime and strong security, which is no easy task. Technology is becoming increasingly complex, regulations are constantly evolving, while criminals are employing ever more sophisticated methods to target ATMs.

Simplifying Availability and Security Management

With the **ATM Availability and Security Managed Services Package**, part of our Branch Automation Solutions portfolio, we release FIs from the burden of managing their ATM channel while providing maximum transparency. Customers receive the insights needed to make informed decisions, optimizing their strategy and its execution. We maximize ATM 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 ATM service interruption.

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

- 24/7 real-time 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

- ATM 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 supporting PCI audits, compliance and planning for fleet technology refreshes.

INTEGRATED SERVICE DESK

Available 24/7, our multilingual call center, which supports 25 languages, is your single point of contact for all issues related to the solution package. Over 800 experienced support agents take accountability for the incident management process and drive prompt resolution.

Europe | ATM Availability and Security Managed Services Package

Maximizing Security while Maintaining Compliance

REMOTE SOFTWARE DEPLOYMENT

The first line of defence and foundation to protect an ATM 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 to industry requirements such as PCI DSS.

SECURITY MANAGEMENT

Through 24/7 security monitoring, state-of-the-art capabilities and best-in-class processes, we detect hybrid, logical and cyberattacks, alerting in real time. Security Management maximizes protection from jackpotting, malware, host spoofing, denial of service and unauthorized access. You also benefit from USB and external device control, managed firewall, encrypted hard drive, intrusion protection, BIOS and Microsoft® Windows® password management. All this is powered by our security software portfolio, purposely built for the self-service channel.

Better Together

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

DN SERIES® ATMS

- Purposely built for data-driven excellence with over 150 sensors and 100 other data points; an outstanding IoT device designed to be More Available.
- DN Series is More Secure by Design with physical security built in, advanced features enabling anti-skimming protection, multi-factor authentication and standard intelligent software protecting from cyberattacks.

VYNAMIC® CONNECTION POINTS (VCP) TERMINAL SOFTWARE

- Built-in testing and features automatically detect and fix technical anomalies, preventing potential outages and maximizing consumer uptime.
- First to adopt PCI SSF with advanced security built-in to ensure data and code are not manipulated once released.
- Combining VCP with the DN security portfolio makes it the most secure ATM terminal software.

DN ALLCONNECT® MAINTENANCE SERVICES

- No company other than Diebold Nixdorf can better maintain a DN Series.
- Our award-winning field service model combines the industry's best technicians, infrastructures, and processes with the use of DN AllConnect Data Engine, our data intelligence platform built in-house.
- The outcome: Incidents are resolved faster, with industry-leading first-time fix rates and predictive maintenance.

What's in it for You

MORE EFFICIENT ATM OPERATIONS

- Better performing ATM channel
- Single point of contact and accountability
- Removes the burden of managing core operations
- Compliance to mandated industry 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

- Higher customer satisfaction
- Increased ATM traffic, transactions and revenue
- Accelerates transaction migration
- Frees branch staff for revenue-generating interactions

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).

