

# State-of-the-Art Technology and End-to-End ATM Network Outsourcing Ensure High Availability and 99.8% Uptime.

## CUSTOMER BACKGROUND

The ČSOB group is one of the leading financial services organizations in the Czech Republic. They provide coverage to 4.2 million clients through multiple brands and distribution channels. The bank employs more than 8,300 people and offers financial services throughout the country in 212 branches and via 2,500 postal salespoints. ČSOB's entire self-service fleet of 1,025 ATMs is supplied and operated by Diebold Nixdorf.

## A RELATIONSHIP BUILT OVER 20 YEARS

Diebold Nixdorf and ČSOB started their partnership in 2001, and the relationship has grown and evolved over the years. "It's been a long partnership, and I can say that we are indeed satisfied," notes Martin Eyberger, ČSOB's Head of Operations and Development. "We try to concentrate on things we do best—which is not necessarily running and managing an ATM network. Diebold Nixdorf provides that expertise, which enables us to focus our efforts elsewhere." Diebold Nixdorf not only supplies and implements the bank's entire ATM fleet, we also take care of maintenance and repair, and manage and operate the entire self-service channel end-to-end.

## Overview

ČSOB (Československá Obchodní Banka)

Prague, Czech Republic

Net profit: **CZK 8,5 billion**

Clients: **4.2 million**

Employees: **8,300**

Branches: **212** / Czech Post salespoints: **2,500**

Total number of ATMs: **1,025**



## CHALLENGES

- Deploy best-in-class ATMs with a higher cash processing rate, increased speed and reduced energy consumption
- Strengthen consumer security by providing more protection against physical, data and cyber-attacks
- Future-proof ATM investment and functionality
- Lay groundwork for tellerless and unattended branches

## SOLUTIONS

- Hardware Lifecycle Management and Implementation Services for a fleet of 1,025 DN self-service devices including DN Series™
- Outsourcing of end-to-end self-service management and operations to DN including:
  - 1st and 2nd Line Maintenance powered by DN AllConnect™ Data Engine
  - Monitoring & Event Management, Integrated Service Desk, Inventory Management
  - Software Deployment
  - Security and Compliance
  - Cash and CIT Management
  - Transaction Processing and Management
  - User Experience and Marketing Management
  - Analytics, Insights and Reporting

## IMPACT

- **Cost of cash reduction** and increased availability: ATM uptime of **99.8%** and cash availability of **99.98%**
- Large capacity cash recyclers **reduce need for frequent cash services** and allow smooth transition to tellerless mode
- **Increased sustainability** thanks to DN Series low energy consumption, fewer on-site repairs, cash recycling and fewer CIT visits
- **Always-on security and compliance; enhanced protection** against physical and cyber attacks
- Effective and **cost-efficient targeted marketing campaigns** with Vynamic™ Marketing
- Streamlined in-house operations team
- Branch employees have more time to serve, advise and grow revenue

### AUTOMATION OF CASH THROUGH ATMS IS CRITICAL

ČSOB is one of the oldest banks on the market, yet they continue to look forward, leading the digital transformation in the banking sector across Europe. ČSOB has strongly pursued their objective of shifting all cash transactions from the teller to the self-service area. "As cash usage has remained quite strong across Europe, the automation of cash handling through the ATMs is critical," says Radek Hajek, Executive Director of Retail Distribution. "The ATM is a customer-focused touchpoint; although it's a machine, you can use it effectively to make customers happier." Providing the highest quality of service and consultancy to consumers is at the center of ČSOB's digital strategy. Alina Singh, ČSOB premium banker, concurs: "Since our branch staff doesn't have to process cash-related tasks, they can focus on consultancy and deliver more value to both our consumers and our company."

### DN SERIES TECHNOLOGY FULFILLS VISION OF INNOVATION AND TELLERLESS BRANCHES

ČSOB's ATM fleet is made up of 1,025 Diebold Nixdorf devices. 170 of which are already DN Series and - as the terminals are life-cycled—the remaining devices will be replaced in the future.

"We are very satisfied with DN Series," says Eyberger. "It's a new, modern ATM with a significantly larger touchscreen which is more ergonomic and easier for our clients to use. It's a much more secure device, and it has a large-volume cash recycler which means more cash can get in, and we don't need such frequent cash-in-transit services, which is a big cash saver. And it's the most sustainable ATM in the world, which is very important for us."

### DN ALLCONNECT MANAGED SERVICES ENSURE TECHNICAL AVAILABILITY AND ATM UPTIME OF 99.8%

By outsourcing its entire self-service channel management to Diebold Nixdorf, ČSOB has enjoyed ATM uptime of 99.8% and cash availability of 99.98%. Uptime and availability have become very important for ČSOB, as many locations are moving to cashless and tellerless branches. Technical availability is powered by DN First- and Second-Line Maintenance, Monitoring & Event Management, and Integrated Services Desk, all supported by real-time, data-driven and actionable insights from DN AllConnect Data Engine. DN AllConnect Data Engine ensures high end-user availability through proactive maintenance, with fewer incidents and the ability to resolve many issues remotely. "I think one thing that holds big promise for the future is DN AllConnect Data Engine, which allows instantaneous access to a complete suite of technical data from the ATM," says Eyberger. "Using artificial intelligence to predict when an ATM is likely to start failing and fix it before it actually happens is the end game."



## A STRATEGIC DECISION TO OUTSOURCE HAS LED TO INCREASED EFFICIENCIES AND REDUCED COSTS

Running a self-service channel requires know-how in a broad range of domains; ČSOB has found that expertise in its partnership with Diebold Nixdorf:

- **Terminal Application:** Vynamic™ Connection Points delivers meaningful interactions with consumers and provides personalized customer experience.
- **Software Deployment:** Diebold Nixdorf completes an automated remote daily check against the desired state of each device; all utilities, drivers and software stacks are tracked; wherever required, software patches are delivered remotely through a flawless end-to-end deployment model.
- **Security & Compliance:** A multi-layered approach is in place to ensure compliance and protection from physical, logical and fraud attacks with a security package including intrusion protection, access protection, hard disk encryption and more.
- **Cash Management:** Data-driven technology is used to track cash usage across the network, so Diebold Nixdorf can predict usage and work with CIT partners to optimize cash planning and handling at each location while optimizing the cost of cash.
- **Transaction Processing:** ČSOB doesn't need to worry about any tasks regarding terminal driving and transaction switching. Diebold Nixdorf's server is integrated into the bank's backend system and handles all payment and ATM transactions.

Diebold Nixdorf's Managed Services have enabled ČSOB to streamline its in-house ATM operations staff and at the same time minimize investments in expensive management tools and related upkeep costs. As a result, ČSOB seamlessly expanded the footprint of their self-service channel, increased the quality of service to consumers and benefitted from reduced total cost of ownership (TCO).



*"We chose Diebold Nixdorf for their ability to continuously spearhead innovation and efficiencies in the ATM area. They are a reliable partner and a key player in the overall digital transformation that we're driving across the whole process within the bank. From my perspective, Diebold Nixdorf is one of the leading vendors on the market, so we are happy to have them on our team."*

– Radek Hajek, Executive Director of Retail Distribution, ČSOB

## ENHANCED MARKETING IS A PILLAR OF ČSOB'S FORWARD-LOOKING APPROACH

ČSOB's self-service zones are open 24/7, and ATMs are touchpoints for hundreds of thousands of consumers every day. Naturally, ČSOB values the opportunity to advertise new products and services to cardholders when the screen is idle or during transaction journeys. Harnessing the power of Vynamic™ Marketing Software, ČSOB can display personalized loan offers to consumers, and general offers to non-clients. "We believe in the power of the ATM network as a marketing channel," explains Singh. "It's a cost-efficient tool to promote new products and services—and it also gives us the possibility to display appropriate advertisements to the right card holder and run targeted campaigns."