

Located in northwestern Switzerland, Raiffeisenbank Regio Frick-Mettauertal is committed to providing easy access to banking services for everyone, with a focus on sustainability, digitalization, and customer proximity. The bank is part of the Raiffeisen Group, the second largest player in the Swiss banking sector. The group has strong local roots with 218 legally independent cooperative banks at 784 locations throughout the country.

As part of its dual-vendor strategy, Raiffeisenbank Regio Frick-Mettauertal has been purchasing hardware from Diebold Nixdorf for more than 10 years. In 2023, the bank decided to replace outdated Opteva devices with DN Series® systems, which combine enhanced security features with ease of use and industry-leading energy efficiency.

Bank Overview

Raiffeisenbank Regio Frick-Mettauertal

Headquartered in
Frick, Switzerland

SIX branches, **14** ATMs,
including **SIX** recyclers and
EIGHT cash dispensers

86 employees, including
FIVE apprentices

1,968 million Swiss francs
in total assets



CUSTOMER CHALLENGES



Modernization of the self-service channel



Execution of dual-vendor strategy with two top suppliers



Continuous optimization of digital channels



Promoting sustainability in line with the bank's corporate values



Strong focus on system security in light of the increasing number of attacks on ATMs in Switzerland

OUR SOLUTIONS



Rollout and installation of DN Series systems (DNS 250 C)



Advanced protection measures such as ATM Protect Cover and cassettes equipped with inking systems

OUR IMPACT



Deployed best-in-class ATMs with new functionalities and award-winning design



Fulfilled customers' multicurrency needs (Swiss francs and euros)



Supported the bank's sustainability efforts thanks to DN Series ATMs' industry-leading energy efficiency



Enhanced customer confidence and security with state-of-the-art physical and data security features

Improved security through enhanced protection

Security is a top priority for the Raiffeisen Group and was an important factor in the selection of ATMs to replace the outdated Opteva units. The DN Series system family offers greater security by design. The intelligent banknote pathway within the ATMs makes it virtually impossible for criminals to gain access to the safe. The most comprehensive base layer of security in the industry can be complemented with advanced protection measures to deter and thwart attacks. Raiffeisenbank Regio Frick-Mettauertal decided to equip its entire fleet with intelligent inking systems. It also retrofitted its outdoor installations with the ATM Protect Cover, a guard integrated into the ATM frame that rises up or drops down to protect the device. This solution effectively reduces the risk of vandalism and attempted tampering, also allowing to control the flow of customers.

In addition, the bank has enabled NFC technology for cardless withdrawals and contactless transactions, further enhancing security and convenience for customers.

Solutions support sustainability goals

As a socially responsible bank, Raiffeisenbank Regio Frick-Mettauertal strives to create added value for its clients, members, employees, the environment, and society. "The DN Series ATMs contribute to turning our sustainability ambitions into action thanks to their industry-leading energy efficiency," says Daniel Heutschi. With their state-of-the-art LED technology and highly efficient electrical systems, DN Series ATMs can save at least 30% and up to 60% in electricity consumption compared to traditional ATMs.

Reliable technical support minimizes downtime

Out-of-order ATMs are an inconvenience for both banks and their customers. Thanks to their in-depth hardware knowledge and strong problem-solving skills, DN field technicians can fix 98% of the issues on their first visit. "DN field service technicians are competent and friendly. We are very satisfied with the fast and efficient customer service they consistently provide," says Daniel Heutschi. In addition to prompt troubleshooting, the technicians also perform routine maintenance and necessary updates to keep the devices running smoothly.



"Thanks to their sleek design and the wide range of personalization options, the new DN Series ATMs have integrated seamlessly into our branch environment and act as excellent brand ambassadors. We are pleased with our choice and so are our customers—their feedback has been overwhelmingly positive."

—**Daniel Heutschi**, Member of the Executive Board, Raiffeisenbank Regio Frick-Mettauertal

