

Relocation of Self-Service Operation Increases Savings Potential

Sparkasse Hannover and Diebold Nixdorf have maintained a collaborative, trusted partnership for more than 20 years, and over that time, Sparkasse Hannover's needs have evolved dramatically. In 2014, the financial institution realized that optimization efforts were necessary, and turned to Diebold Nixdorf for assistance in outsourcing key services to the Diebold Nixdorf team.

Since Sparkasse Hannover shifted its self-service systems operations and maintenance to Diebold Nixdorf, the availability of its devices has steadily increased, while the company's need for support has dropped dramatically.

The relocation of the operation of its 528 ATMs, cash-recycling systems and self-service terminals was a complete success for Sparkasse Hannover. "Technically, procedurally, monetarily and in regard to customer satisfaction, the partnership with Diebold Nixdorf has fulfilled our expectations and hopes," says Achim Gräbig, head of the bank's IT.

Bank Overview

Sparkasse Hannover

Germany

Balance sheet:

13.493 million euros

Approx. 2,100 Employees

Approx. 50% Market Share






114 self-service outlets and more than **719,000** customers
#6-ranked German savings bank*




Source: Annual report 2015, own research






CHALLENGES

-  Increase ATM uptime and reliability
-  Identify opportunities for continuous improvement of operational processes
-  Reduce the cost of cash in transit (CIT)

SOLUTIONS

-  Holistic monitoring that provides meaningful reporting on uptime and CIT deployments
-  Dynamic maintenance planning based on root-cause analysis
-  Diebold Nixdorf hardware and services combined reduce complexity

IMPACT

-  The bank's IT department is free from daily management tasks and can focus on innovation
-  The number of tickets was reduced by 50%
-  Technician deployments have been reduced by 25% on average

WHY NOW?

Sparkasse Hannover saw an opportunity to extend a positive relationship with Diebold Nixdorf. From the initial engagement as a hardware supplier for the bank's ATMs, recyclers and other self-service terminals, Diebold Nixdorf demonstrated the capability to provide holistic service support across the bank's entire network, which has translated to reduced complexity. The increased partnership ensures a sustainable, positive operating situation for Sparkasse Hannover's ATM and IT departments.

HIGHER AVAILABILITY AT LOWER COSTS

Diebold Nixdorf provides meaningful reporting across the bank's entire network, including measures of CIT deployments and insights on how to reduce those costs. DN also conducts dynamic maintenance planning based on an analysis of log files, and provides proactive maintenance and technician interventions in the event of repeated failures, with the ultimate goal of reducing the need for further technical interventions. The statistics since the engagement began speak for themselves: Sparkasse Hannover's technical call center received an average of 161 monthly calls in 2013; by 2016, that number had dropped to 99. The number of tickets halved, while the number of technician deployments per system has been reduced by an average of 25 percent per year since the change.

CONTINUOUS IMPROVEMENT

The synergies created from outsourcing are impressive. The elimination of management and organizational tasks associated with the self-service-equipment pool alone has resulted in real staff-capacity savings. In addition to the operational services, cash management was also handed over to a cash-in-transit company, and Diebold Nixdorf manages that relationship, making it even easier on the bank. Since that shift, the quality of feedback has greatly improved. This is made possible through the integration of new technology, including iPads, which CIT employees use to report their missions. "We expect further cost savings, process improvements and workload reductions here, too," says team leader Patrick Schlicke. For Sparkasse Hannover, the operation of its ATMs and self-service terminals is now much more streamlined and efficient than it was three years ago. But Gräbig emphasizes: "This is a continuous improvement process in terms of product and service quality."



A partnership for the digital era (from left to right): Patrick Schlicke, Florian Dorstewitz and Dennis Daps, as well as the head of the IT organization, Hans-Joachim Gräbig (right) and Diebold Nixdorf key technician Knuth Kneuber.