

Make your ATM Network More Secure



Welcome to the Guide on Enhancing the Security of Your ATM Network

This guide is a part of the Diebold Nixdorf security series focused on safeguarding your self-service channel.

Here, you'll discover valuable insights into why security in the self-service channel is critical: cash, customer data, and financial transactions need to be protected from all sides.

Continue reading to explore:

1. The key challenges facing financial institutions.
2. Consumer concerns about security.
3. Steps you can take to secure your self-service channel.

1. Key Challenges Facing Financial Institutions

Security at the self-service channel is critical: cash, customer data, and financial transactions need to be protected from all sides. But that is easier said than done as financial institutions are faced with a variety of challenges:

Compliance	Attack Vectors	Increased Levels of Criminal Organization	Risks in the Chain
<ul style="list-style-type: none">• Coping with a constant flow of new compliance requirements from global, regional, and national standards.• Facing the risk of sanctions if you fail an audit.	<ul style="list-style-type: none">• Net new attack vectors.• Staying secure long term is difficult.• Migration of attacks into new regions.	<ul style="list-style-type: none">• Criminal groups targeting ATMs are becoming far more organized.• Focus on their attack vector, including training centers, preparation, research, etc.	<ul style="list-style-type: none">• Consumers, branch staff, cash transport operatives, etc.• Number can vary, yet all need to be monitored and secured.

2. Consumer Concerns About Security

The best user experience won't matter if it's not secured and trusted. The statistics below demonstrate the significant impact that security breaches can have on consumer behavior and loyalty:



90% of consumers who reported awareness of a security breach in digital banking at their primary financial services provider acted on it.



40% left their provider.



30% shared the experience with friends and family.



20% only filed a complaint.

3. Enhancing Security in Your Self-Service Channel

In the face of diverse and fast-evolving threats, what steps can you take to secure your self-service channel?

Our security experts have identified 7 key shields, each shield is crucial in protecting your fleet against threats from different directions and on different levels. A vulnerability in any one of these shields could be exploited by attackers.

[Read the Playbook to Protecting the Self-Service Channel.](#)

Our comprehensive playbook serves as a guide for refining your security strategy. It delves into these seven critical areas, outlining actionable steps to ensure the long-term security of your ATM fleet.



Secure Your ATM Network and Build Trust

With a complex and broad risk landscape, regularly taking a holistic and in-depth view of your security environment is essential to protecting your assets, consumers, and employees as well as your brand reputation. For Diebold Nixdorf, security is an integral part of our DNA.



“As a global company with security experts around the world, Diebold Nixdorf has the unique capabilities and experience needed to provide threat intelligence regarding trends in different areas of the world. We know which countermeasures will be most effective in preventing successful attacks and provide a comprehensive portfolio of security solutions.

— **Bernd Redecker**, Senior Director, Product & Solution Security, Diebold Nixdorf