

## COMPREHENSIVE SERVICES

### REMOTE SERVICES GENERAL REQUIREMENTS AND DELIVERABLES

#### IMPLEMENTATION PROJECT - DIEBOLD NIXDORF RESPONSIBILITIES

- a. Project Management
- b. Completing a Client Planning Specification – gathering required information and putting it into the proper format.
- c. Connectivity support and certification.
  - **Diebold Nixdorf Managed VPN** communication support/configuration
    - Procuring, configuring and shipping router(s) to address provided by Client
    - Configuring Diebold Nixdorf internal network infrastructure to facilitate communication between the VPN and the applicable server(s)
  - **Co-Managed VPN** communication support/configuration
    - Providing Client IT staff sufficient information for VPN connection
    - Coordinating test VPN times with Client IT staff
    - Configuring Diebold Nixdorf internal network infrastructure to facilitate communication between the VPN and the applicable server(s)
  - **Frame Relay/MPLS** communication support/configuration
    - Procuring, configuring and shipping router(s) to address provided by Client.
    - Procuring frame relay/MPLS circuit
  - **Wireless**
    - Procuring and shipping wireless hardware to address provided by Client
    - Procuring wireless service if sufficient signal strength exists (site visit for signal strength verification may be required at additional cost).
- d. Scheduling the Diebold Nixdorf technicians for site visits to configure the ATMs.
- e. Configuring SERAS for Client access.
- f. Training on the use of SERAS, Client Services and Help Desk.
- g. Change request process provided to Client for future use.
- h. Billing setup and validation.

#### IMPLEMENTATION PROJECT - CLIENT RESPONSIBILITIES

The Client will supply the Diebold Nixdorf Project Manager with the following information:

- a. Primary contact person (Client's Project Manger)
- b. ATM site information
  - Diebold Nixdorf site number, site name, street address, ATM Processor Terminal ID, IP address
  - ATM make, model, serial number
  - Site location hours
- c. ATM Processor name and contact.
- d. Two Client IT contact persons for connectivity scheduling and certification.
  - If Frame circuit is required, complete Frame circuit order form (street address, zip code, and site location phone number, IT contact names).

## COMPREHENSIVE SERVICES

- If co-managed VPN, provide network/communication information required to establish communication between the Client's network and Diebold Nixdorf.
  - If internet connectivity, Client is fully responsible for procuring and managing the Internet Connection, including the responsibility of resolving any outages, and the relationship with their Internet Service Provider (ISP).
- e. Host contact person for host interface projects.
- f. Other information as requested.

*The project manager will work with the Client, Diebold Nixdorf resources and third-party resources (typically Telecomm and ATM Processor) as identified by the Client, to provide a mutually agreed upon project plan. Responsible representatives from the Client, Diebold Nixdorf and third-party resources will be required to participate in scheduled meetings and to respond to requests for information in a timely manner. The Client is responsible for ensuring that any required third-party that they have a contract with is participating as needed. Failure to provide information in a timely manner, as identified by the project manager, the project plan and project meetings may impact the timely implementation of the project. Diebold Nixdorf cannot guarantee that the project will be completed by a specified date, but will work with the Client and all required resources to jointly agree on conversion dates.*