

RETAILER’S PEAK SEASON PLAYBOOK:

10 Essentials to Master and Thrive During Retail’s Most Intense Season

Can Your Store Handle Peak Pressure? Tick Every Box, Serve Every Shopper.

The 27 days between Black Friday and Christmas are retail’s ultimate stress test. There’s no room for downtime, delays, or disappointed customers. To help you navigate this high-stakes period, here’s a 10-point checklist to ensure your store is ready to perform under pressure.

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| ☐ Device Health Verified | ☐ Service Levels Upgraded |
| ☐ AI-Driven Monitoring and Predictive Maintenance | ☐ Checkout Options Expanded |
| ☐ Extended Service Support Activated | ☐ Performance Monitoring Fully Enabled |
| ☐ Built for Interoperability and Scale | ☐ Staff Empowered with Shift-Left Tools |
| ☐ Emergency Response Plan Activated | ☐ Real-Time KPIs and Dashboards Aligned |

Check Your Holiday Readiness Scorecard. How Do You Rank?



Caution Ahead: You’re Just Warming Up

You’ve taken the first steps, but your store is still vulnerable to peak season pitfalls. Now’s the time to ramp up your readiness—before the crowds arrive. Let Diebold Nixdorf help you close the gaps and turn potential chaos into smooth operations.

On the Right Track: Solid, But Not Seamless

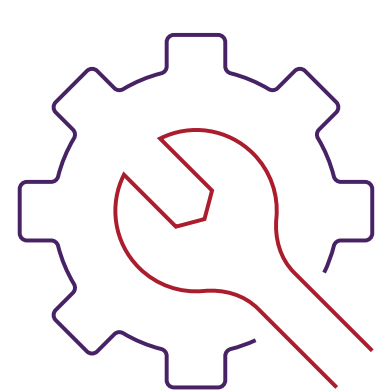
You’ve covered the essentials, but there’s still room to optimize. A few more strategic moves could make the difference between surviving and thriving this season. Let Diebold Nixdorf give you a helping hand in fine-tuning your plan and ensure every shopper leaves happy.

Peak Ready. Shopper Steady.

You’ve ticked every box—and it shows. Your store is primed for performance, your staff is empowered, and your systems are built to scale. With Diebold Nixdorf by your side, you’re not just ready for peak season—you’re ready to lead it.

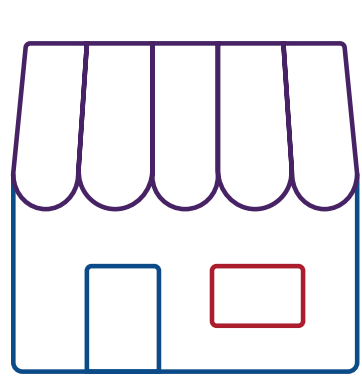
7 Retail-Ready Services to Keep You Selling—Even at Peak Pressure

Peak season waits for no one—and neither should your service strategy. Whether you’re preparing for holiday surges, seasonal events, or promotional spikes, our seven tailored service modules are designed to keep your operations agile, your staff empowered, and your customers delighted. With a customer-first mindset and cross-functional expertise, we help you stay ahead of demand, reduce friction, and unlock new revenue opportunities—right when it matters most.



Preventative Maintenance

Avoid last-minute breakdowns with proactive device tune-ups—before the rush hits: Prime your SCO and POS with a cleaning, rebuilding and testing service, including the replacement of worn parts.



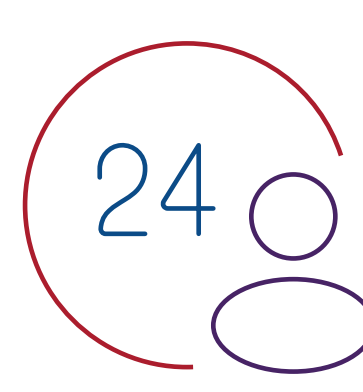
“Store in a Box” Health-Checks

Ensure your prime-stores are peak-ready with a full operational audit and fix—before customers walk in: Our skilled field engineers will perform a comprehensive check-up of your stores, identifying and resolving hotspots or potential faults.



Peak Extra Checkout

Add lanes, not stress: We deliver, retrieve, and store extra checkouts—ready when you need them, gone when you don’t.



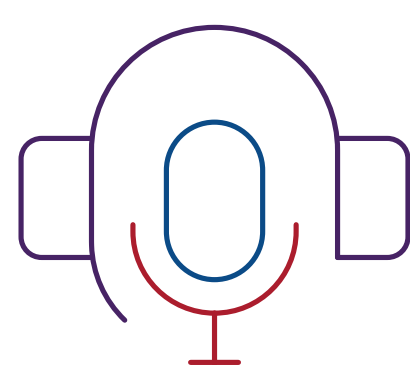
Extended Service Hours

Support that matches your trading hours—because issues don’t clock out at 5 PM: Increase your Second Line Maintenance service hours to ensure support is on hand during your overall trading hours.



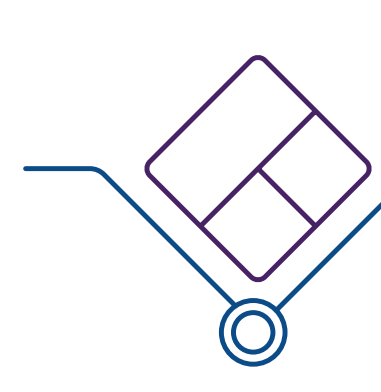
Peak Uplift

Upgrade your SLA for faster fixes and higher device uptime when it matters most: Upscale to an increased Service Level Agreement to improve device availability and enhance customer experience.



Emergency Support

Rapid-response engineers on standby for your busiest stores—so no issue stalls your sales: Give fast-track support where and when it’s needed the most.



Equipment Sorting/Disposal

Turn unused assets into peak-season power: We refurbish and redeploy to boost capacity, and store afterwards—so you’re ready when demand spikes.

Stay ahead of the holiday rush with Diebold Nixdorf’s tailored services. Ensure uptime, empower staff, and deliver seamless customer experiences. Let’s talk and make this peak season your most successful yet.

