

## Branch Management

Continually Transform  
and Streamline Operations.



Digitalization of the financial industry is proceeding rapidly. Simultaneously, falling profit margins are putting pressure on branch network operations.

Financial institutions (FIs) are challenged with the overwhelming task of transforming branches to drive efficiencies and operate at lower costs, while somehow maintaining and even nurturing consumer relationships. DN AllConnect Branch Management Services provides a holistic, end-to-end suite of services, software and systems solutions that are uniquely tailored to meet the needs of modern FIs.

### ROBUST SUPPORT

- Centralized service desk
- Faster resolution time
- Multivendor service capabilities

### OPERATIONAL EXCELLENCE

- Optimized business processes
- Secure and compliant
- Single point of contact

### PROJECT MANAGEMENT

- Branch renewal projects
- Transformation programs

In the new digital era, human-to-human relationships are more critical than ever—in fact, they're the only true differentiator your brand has to leverage. If your strategic goals include deepening consumer relationships and driving down costs, your organization can benefit from our DN AllConnect Branch Management Services. With Diebold Nixdorf behind the scenes, your brand can focus on putting its best face forward.

#### DN ALLCONNECT BRANCH MANAGEMENT SERVICES COVERS THE FOLLOWING SOLUTIONS:

##### Branch Network Connectivity

In today's world FI's need to rely on a secure IT network. With comprehensive banking IT-management expertise, Diebold Nixdorf provides global network connectivity to equips FI's with a secure and reliable infrastructure to communicate internally and externally across a broad range of connected branch applications.

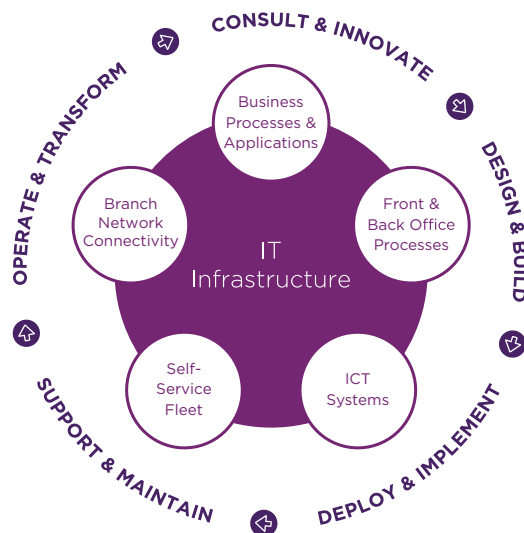
We manage secure, PCI compliant, wireless and landline enterprise telecommunications systems. Branch Network Connectivity also supports every element of the FI's network including architecture, radio field site surveys, networking hardware, installations, monitoring, management and full lifecycle support. Our flexible portfolio allows for these services to be deployed either on a proprietary DN infrastructure, or in combination with a third-party infrastructure.

##### Branch Support

Manual monitoring and/or limited, intermittent help-desk support can cause huge problems for your branch network. Branch Support merges information from your self-service network and internal ICT (information and communications technology) systems into one central service desk — a single point of contact (SPOC). In addition to resolving incidents more quickly and efficiently, Branch Support provides on-site support and offers the ability to execute deployments, installations, moves, additions and changes. The service desk supports multivendor systems and software, monitors ICT systems, offers access to a world-leading knowledge database, provides remote resolution and manages additional suppliers.

##### Branch Operations

Is your ICT infrastructure getting too large or unwieldy to manage in-house? Branch Operations acts as a central point of responsibility to manage banking IT infrastructure, including network connectivity, IT security, end-user applications and branch applications. As a service integrator, we'll partner with you to provide full branch ICT services, drive standardization and compliance, and manage your suppliers to ensure smooth IT-based business processes.



#### WHY DIEBOLD NIXDORF?

Diebold Nixdorf AllConnect Services<sup>SM</sup> offers industry leading services that provide tailored, end-to-end solutions with a customer first view. We help banks, credit unions and retailers accelerate their performance on a global scale. Using the foundational strength of our top-rated, technically trained service experts combined with data intelligence, we maximize availability and performance of your self-service channel while ensuring always-on compliance and security. From maintenance operations to business solutions to data-driven insights, only DN AllConnect Services delivers the expertise and innovation that help businesses thrive by identifying today's efficiencies and tomorrow's opportunities.