

Integrated Service Desk

Increase end-to-end availability with the highest quality service levels



Availability and reliability are high priorities for operations teams around the globe. The true cost of a device being out of service goes far beyond the tangible expense of lost transactions. The negative perceptions about an institution’s brand that could be conjured when consumers experience an out-of-service self-service terminal are also very real, and potentially significant. In the world of 24/7 technology, achieving beyond 99% availability has become the standard.

Consolidating your channel management to a single point of contact increases the end-to-end availability of the self-service fleet while optimizing the incident management process and reducing the costs. Shifting the burden of managing the fleet to a trusted partner ensures that when one of your devices goes down and/or an event ticket is generated, someone is responding with the proper skills to fix it fast. With DN AllConnect Managed Services, our global central knowledge database and native-speaking, specialized support staff ensure fast, appropriate responses to every challenge.

MANAGE THE LOGGING, TRACKING AND DISPATCH OF INCOMING INCIDENTS

Improves uptime, speeds up remote diagnostics and incident resolution, and optimizes the use of on-site resources. Additionally our specialists are able to report on the following:

- Hardware problems
- Resource levels and operator-intervention events
- Operating state (e.g. in service/out of service) of complete devices as well as their single components

PERFORM REMOTE DIAGNOSTIC OPERATIONS FOR IMPROVED PERFORMANCE

Utilizing remote status monitoring and notification for real-time problem detection, diagnosis and resolution, our support teams are able to enhance terminal performance by:

- Analyzing root causes
- Validating system configuration
- Conducting remote smart diagnostics
- Performing automated remote actions like reboots and hardware resets*

*When bundled with Monitoring & Event Management Services

PROACTIVE SUPPLIER SUPERVISION

All activities are tracked and monitored to ensure the detailed service targets and responsibilities outlined in service level agreements are being met:

- Uses tickets to record the incidents
- Tracks response time
- Manages activities throughout the whole incident life cycle from occurrence to service dispatching through incident resolution and closure

Diebold Nixdorf offers an Integrated Service Desk for an optimized incident process and higher availability of the self-service fleet.

- Single point of contact for all service and technology issues relating to the fleet
- Personalized, customer-centric service desk support
- Up to 24/7/365 coverage
- Multilingual support
- Improved branch staff productivity
- Automated channels for faster problem resolution
- Globally standardized support processes

WHY DN ALLCONNECT SERVICES?

Diebold Nixdorf AllConnect ServicesSM 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.

