

SMART Managed Services

We Simplify ATM Channel Management. You Drive the Strategy.



OPERATING THE ATM CHANNEL IN-HOUSE HAS NEVER BEEN MORE COMPLEX.

As financial institutions execute their digital transformation, ATMs remain a strategic channel to enable branch transformation, maximising automation of customer journeys, processes and employee workflows. However, managing an ATM network is becoming increasingly complex, requiring more resources at greater costs. In fact, managing multiple technologies, vendors, ever-changing regulations, more inventive ATM attacks and consumer ever-evolving expectations have made internal ATM management continuously more challenging.

SMART MANAGED SERVICES: YOUR STRATEGY. OUR OPERATIONS.

With SMART Managed Services, which is part of the Diebold Nixdorf Branch Automation Solutions portfolio, Diebold Nixdorf provides and manages the key functions of the ATM channel on your behalf. It is designed to simplify ATM management, so you can step back from the complexities of managing multiple vendors, integrating functions as services from different providers, whilst gaining more value from your ATM network.

With SMART Managed Services, you are in control of your strategy and your revenue whilst your ATM channel is Secure, Managed and Available. It delivers a rich experience to your customers whilst optimising the Total Cost of Ownership (TCO).



SECURE

- All consumer and transaction data secure at all times
- ATMs protected from logical and cyber attacks



MANAGED

- All key functions managed on your behalf
- One single point of contact and delivery commitment to the highest standards



AVAILABLE

- ATM uptime maximised through fast incident detection and resolution
- Optimised cash availability through accurate forecasting
- High availability transaction routing



RICH EXPERIENCE

- Extensive transaction set out-of-the-box
- Flexibility to add and remove transaction types
- Marketing messaging on screens and receipts



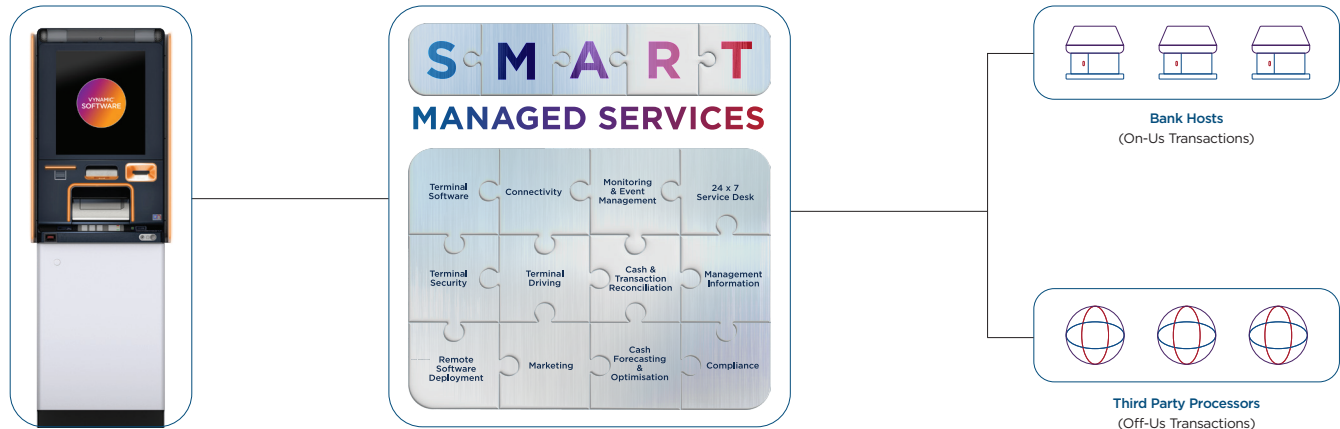
TCO OPTIMISED

- Predictable cost of operations
- Additional revenue generation
- Reduction of card scheme fees and cost of cash

The Ultimate Banking Experience



Europe | SMART Managed Services Package



Terminal Software

- Provision and management of the entire terminal software stack required for operations. Powered by VCP 7.
- Terminal application offering a very rich transaction set.
- All screens reflecting your brand identity.

Terminal Driving

- European-hosted, PCI-compliant, high-availability terminal driving solution.
- Powered by Dynamic® Transaction Middleware.
- On-Us routing to bank hosts.
- Connection to third-party processor and bank host of your choice.

Terminal Security

- Centrally managed, multi-layered protection service, enabling fast and efficient policy changes to protect against logical security.
- Configurable security policies and access controls to protect against logical attacks.
- Powered by Dynamic Security, DN's never breached security software.

Remote Software Deployment

- Remote distribution of new releases of the ATM software stack.
- Updates and patches delivered remotely to increase ATM uptime.

Monitoring and Event Management

- 24/7 monitoring of all connected ATMs to identify problems in real time and coordinate resolution with DN teams.
- Advanced automation capabilities ensure incidents are fixed faster, with many resolved remotely in a matter of minutes
- All transactions routed between ATMs and host systems are monitored 24/7 to ensure errors, issues and dropouts are identified and resolved promptly.

24x7 Service Desk

- Multilingual call centre for technical support for all issues related to our solution.
- Full ownership of the incident management process by experienced agents for a prompt resolution.

Cash Forecasting and Optimisation

- Cash value and volume requirements forecasted using sophisticated algorithms.
- Cash orders sent directly to you and or your cash provider.

Cash and Transaction Reconciliation

- End-to-end daily tracking of financial positions for cash replenishment, cash withdrawal and cash deposit transactions for each ATM.
- Reconciliation and reporting of all cash and transaction positions.

Marketing

- Exposure of consumers to marketing messages through artworks and videos of your choice.
- Marketing messages communicated on screen and transaction receipts.

Management Information

- Access to key metrics and insights about your ATM fleet through an online portal or offline reports.
- Real-time view of the availability and cash status of each ATM and monthly pre-defined reports.

Connectivity

- Setup and management of secure connection between our data centres and ATMS, bank hosts and third-party processors.

Compliance

- The infrastructure, systems, applications and operations underpinning SMART Managed Services are operated in accordance with PCI SSF, PCI DSS, PCI PIN, supported Card Scheme standards, DORA, GDPR and ISO27001.

Learn more at DieboldNixdorf.com/SMARTManagedServices

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