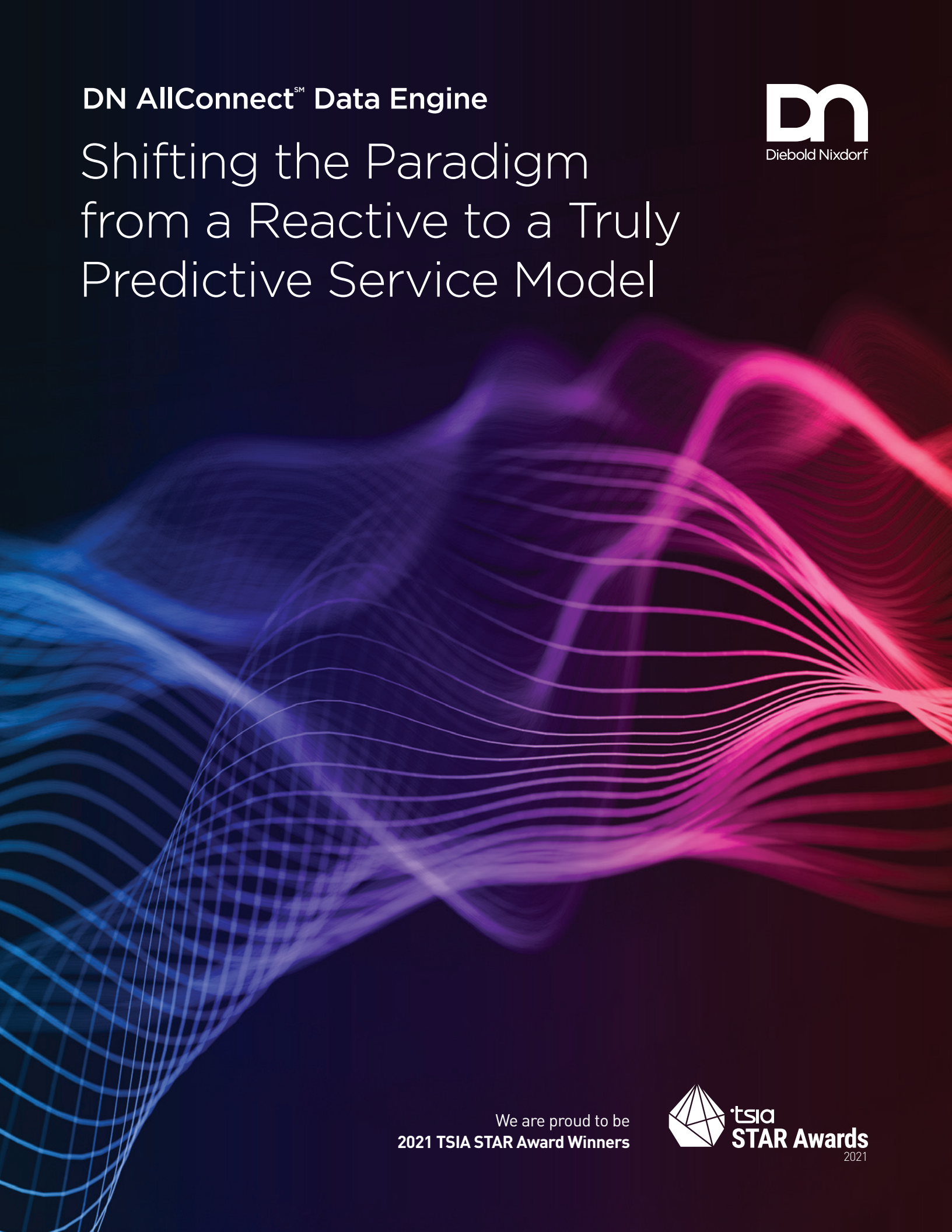
DN AllConnect℠ Data Engine

Shifting the Paradigm from a Reactive to a Truly Predictive Service Model

Diebold Nixdorf



We are proud to be
2021 TSIA STAR Award Winners

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Today's consumer expectations are becoming increasingly sophisticated. Banks are under pressure to deliver the superior customer experience they expect: fast and efficient, easy and seamless, secure and personalized, omnichannel and accessible 24 hours a day, every day.

Availability is the key word and Diebold Nixdorf has been recognized for decades for the sophisticated technology of our devices and the level of reliability they deliver throughout their lifecycle.

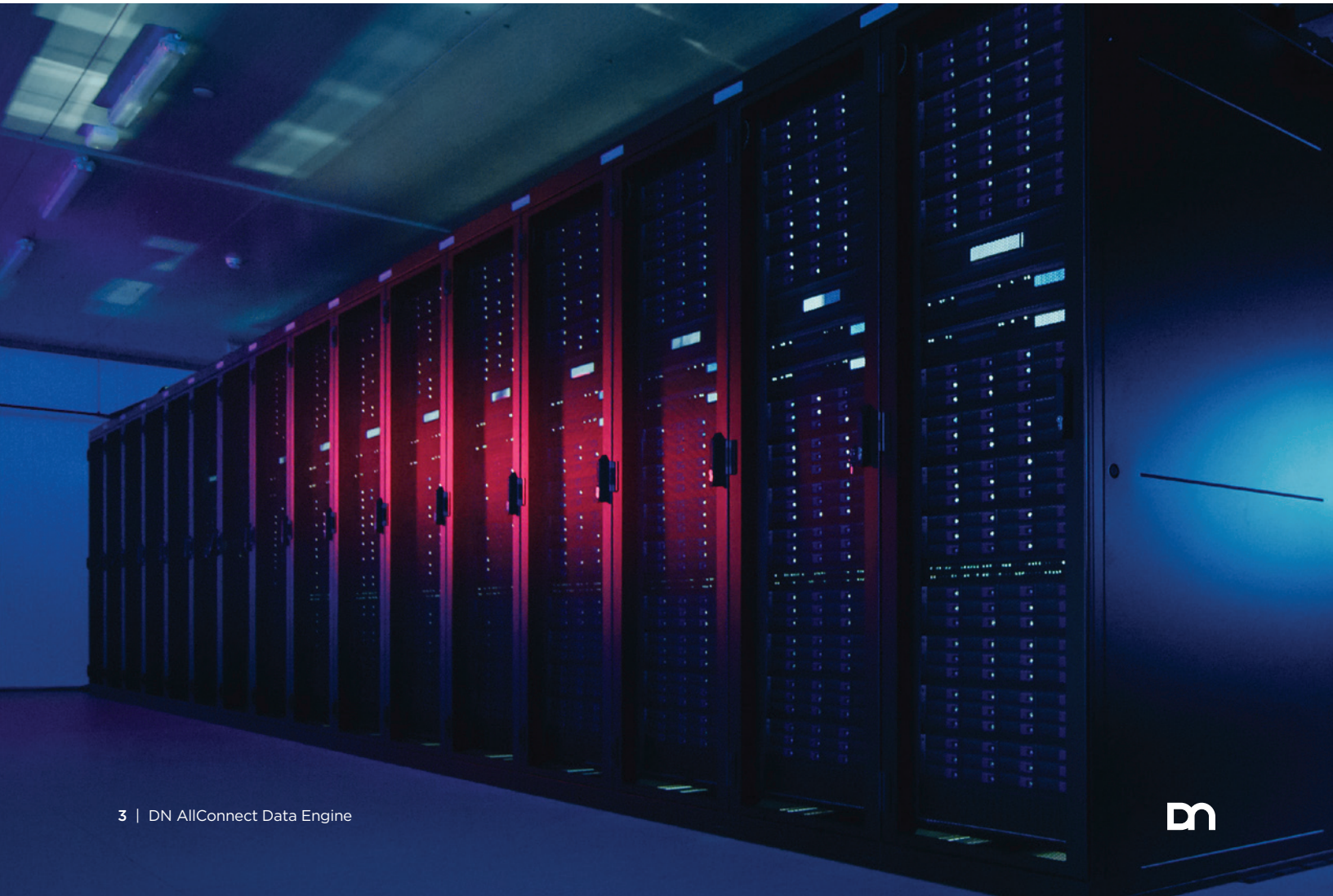
Today, we're setting a new standard for banking self-service solution performance with a first-to-industry, scalable, comprehensive and proven solution, which leverages real-time connection from deployed devices across the globe: DN AllConnect Data Engine.

With DN AllConnect Data Engine (ACDE) the future is now: We're shifting our service model from reactive to predictive, where a future breakdown of a device can be foreseen and fixed before it occurs. What's the end game? Drive higher device availability and enable banks to deliver against the expectations of their customers while increasing efficiencies.

Presenting the New Availability-Enabler: DN AllConnect Data Engine

Engineered completely in-house, ACDE processes data into actionable insights in real-time and is compatible with all deployed Diebold Nixdorf ATMs. The intelligence comes from a unique combination of decades of unmatched engineering experience and a global knowledge base, which have been embedded into the solution, as well as the application of the latest developments in Internet of Things (IoT), cloud computing and storage, machine-learning technologies and Artificial Intelligence (AI).

Diebold Nixdorf started the connected devices journey nearly 10 years ago, gathering IoT sensor data from live ATMs and analyzing it to track and continuously improve the performance of existing devices by incorporating these insights within our research and development activities. The knowledge gained over the past decade has totally transformed how we engineer the devices and design components, and has led to increased performance and reliability. A key outcome of that work is our new line of ATMs, DN Series™. Purposely built to be best-in-class IoT-connected devices, DN Series is optimized for use with ACDE, featuring an impressive 150 sensors and a further 100 data points. Now, we're going a step further: Harnessing the power of DN AllConnect Data Engine as the core enabler for DN AllConnect Services , so technicians can not only increase their efficiency in resolving incidents and completing scheduled maintenance, but also detect impending failures and fix them before they occur.



Data-Driven Intelligence Powering Actionable Insights

Deep technical and firmware-level data is continuously retrieved from all sensors and data points by a light-weight data-collection DN agent within every connected, deployed device.

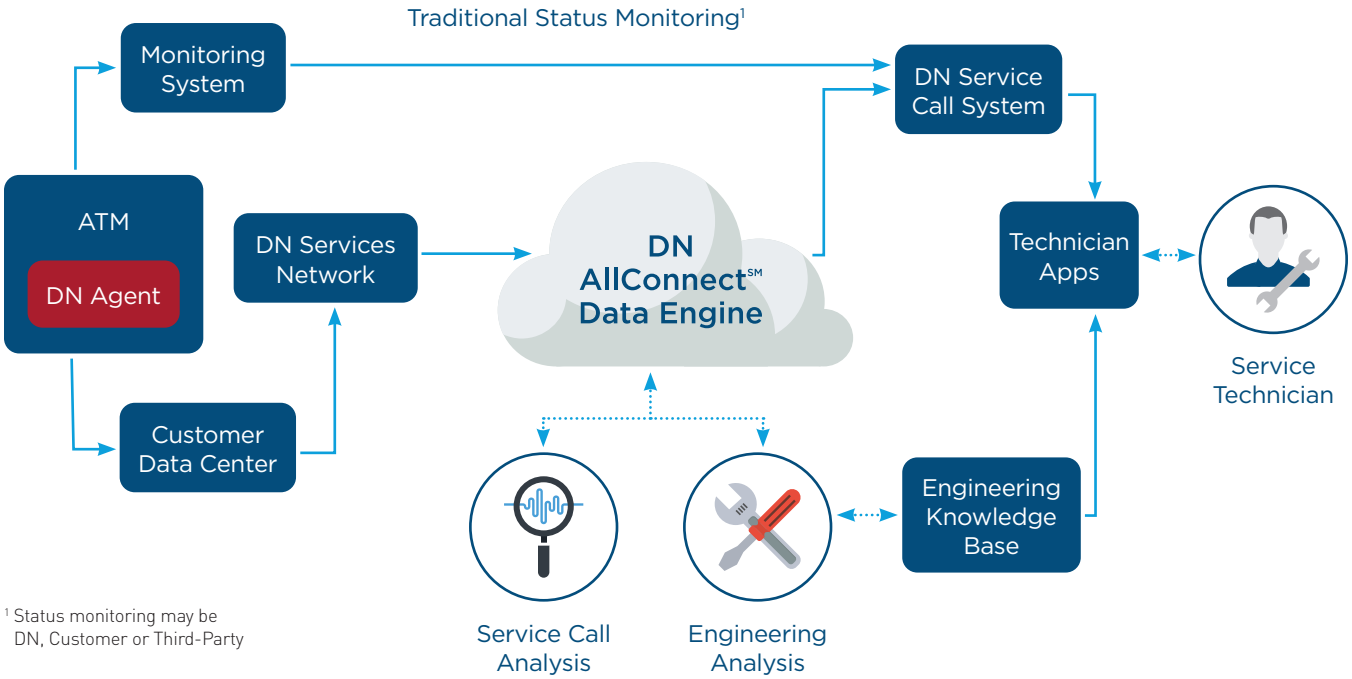
The data is securely sent to DN AllConnect Data Engine where it is continually aggregated with the data of tens of thousands of devices across a broad range of use cases and geographies, which enables us to identify and monitor patterns that occur through the devices' lifecycles.

Everything is then correlated with historic data, inventory data and our engineering knowledge base.

This vast amount of information—including modules installed, historic performance, fault records, jams, firmware and patch information, the age of individual modules and replacement parts, the usage patterns it is experiencing, etc.—enables us to build a precise and constantly refined personality profile for every single device and to generate personalized, actionable insights for each of them.

A particular benefit of the analysis is that it highlights patterns that indicate an impending failure for a device, which means we can shift from a reactive to a truly predictive service model where a future breakdown can be foreseen and fixed before it occurs.

High Level Architecture



[1] Status monitoring may be DN, Customer or Third-Party

Enabling the Shift to a More Efficient and Truly Predictive Service Model

Prescriptive

Fixing incidents faster and better: When an incident is reported, ACDE leverages its unique knowledge of the failing device, analyzes the latest deep data collected, diagnoses the issue and identifies the root cause. It then provides information about the precise fix, the required level of skills and experience of the technician, the spare parts needed and the time the repair should take. It is what we call the **right tech - right part - right time - right fix** approach.

Preventative

Ensuring every service call is optimized: When a service call is scheduled, the ticket is enriched with additional suggested maintenance activities based on actual rather than assumed usage, ensuring that the technician can attend to wear and tear issues within the same call.

Predictive

Scheduling proactive service calls: ACDE analyzes data patterns, trends, leading indicators, etc. and identifies an impending failure, triggering a recommendation to act upon this insight and schedule a maintenance visit immediately to avoid a future outage and maximize the uptime of the device.

Delivering Outstanding Business Benefits for Customers using DN AllConnect Maintenance Services℠

The opportunity is **significant**. It is a **game changer**. There will be **a before and an after**. And banks can **measure the financial results**.

Over 150,000 Diebold Nixdorf devices were already connected to DN AllConnect Data Engine across the globe in January 2022; that figure is set to at least double within the next 12 months.

Together with our bank customers, we have been jointly tracking results and we can confirm that the new solution is delivering significant availability and performance improvements.

DN ACDE: a world of great metrics

- Increased availability
- Reduced number of incident tickets
- Decreased number of service calls
- Fast incident resolution
- Higher first-time fix rate
- Higher remote resolution rate

DN ACDE: a world of great benefits

Delighted customers:

- Reduced customer attrition
- Higher customer satisfaction
- Higher Net Promoter Score (NPS)

Lower Total Cost of Ownership (TCO) and increased efficiencies:

- Increased automation of incident management
- Reduced involvement of branch staff and third-party service providers
- Increased share of maintenance visits off peak

Increased revenue:

- Fewer lost transactions
- Increased traffic at your ATMs
- Better control and uptime of off-premise locations

Are you ready to benefit from DN AllConnect Data Engine?

To learn more about our new maintenance service plans and receive information, contact your DN representative today.

Diebold Nixdorf

Winner in the "Best Practices in the Delivery of Field Services" category