**DN AllConnect Maintenance and Availability Services℠**

First Line and Second Line Maintenance

# Choose the Best Way to Access the Full Value of your Diebold Nixdorf ATM Fleet.

**DN** Diebold Nixdorf

We are proud to be
**2021 TSIA STAR Award Winners**

**STAR Awards** 2021

# Welcome to the most powerful maintenance program to maximize availability and performance of your ATM fleet.

DN First Line Maintenance (FLM) and Second Line Maintenance (SLM) is a package solution that covers everything from the most uncomplicated activities—things that are required regularly for the upkeep of your ATM fleet (e.g. clearing simple jams, replacing consumables, cleaning sensors and exterior surfaces)—to the resolution of any type of hardware-related incident, remotely or through the visit of a service technician. Entrusting Diebold Nixdorf with the full accountability of your ATM fleet offers you total peace of mind and guarantees increased operational efficiencies, reduced terminal cost ownership and maximized uptime.

Our FLM and SLM Service leverages real-time, IoT (Internet of Things) connections from Diebold Nixdorf-deployed devices and offers an industry first: a truly predictive and data-driven service model for the banking self-service channel.

We have added cutting-edge technologies to our best-in-class maintenance and availability service framework so we are able to not only resolve hardware-related technical incidents and complete scheduled maintenance in the fastest and most efficient way, but also detect impending failures and fix them before they occur.

What's the end game? We drive the highest device availability and enable our customers to delight increasingly demanding consumers while optimizing their internal operational efficiencies.

# Powered and Driven by Actionable Data Insights

The core enabling technology of our maintenance and availability services was built in-house. We call it DN AllConnect℠ Data Engine or simply ACDE. ACDE produces actionable service insights 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 always-on connectivity.

Detailed, technical data is continuously aggregated from connected devices across a broad range of use cases and geographies, and analyzed within our cloud computing platform using machine-learning and Artificial Intelligence (AI). This enables us to build a precise, constantly refined understanding of every single connected device and to generate personalized, actionable insights according to how each is performing.
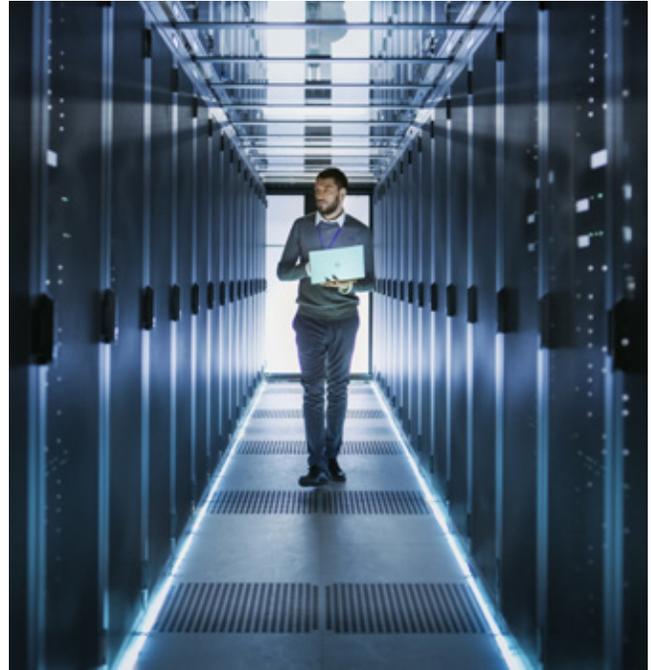
## High Level Architecture



ATM
DN Agent

Monitoring System

Traditional Status Monitoring[1]

DN Service Call System

DN Services Network

Customer Data Center

DN AllConnect℠ Data Engine

Service Call Analysis

Engineering Analysis

Engineering Knowledge Base

Technician Apps

Service Technician

[1] Status Monitoring may be DN, Customer or Third-Party.
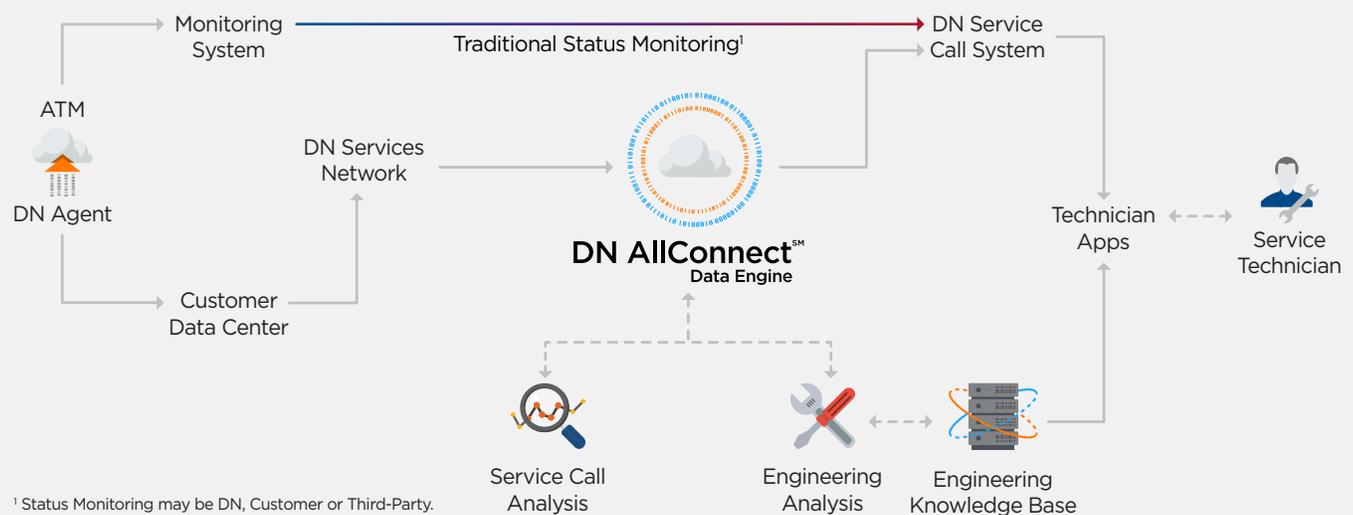
DN AllConnect Data Engine generates three types of actionable insights that enable the shift to a more efficient and proactive service model: **prescriptive – preventative – predictive.**

### 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 precise root cause. In some instances remote resolutions will be performed instantaneously and automatically by ACDE. However, when human intervention is required, ACDE will guide a support agent in defining whether further remote action may fix the issue, or if onsite attendance is required. While traditional processes to fully resolve the incident could require the "sequential" intervention of a First Line Maintenance and a Second Line Maintenance technician, ACDE delivers a game-changing approach by immediately providing the required level of technician skills and experience together with information about the precise fix, 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

By analyzing data patterns, trends, leading indicators, etc., ACDE can identify an impending failure, triggering a recommendation to act upon this insight and schedule a maintenance visit at a time of low customer usage to avoid an unplanned future outage and maximize the uptime of a device.
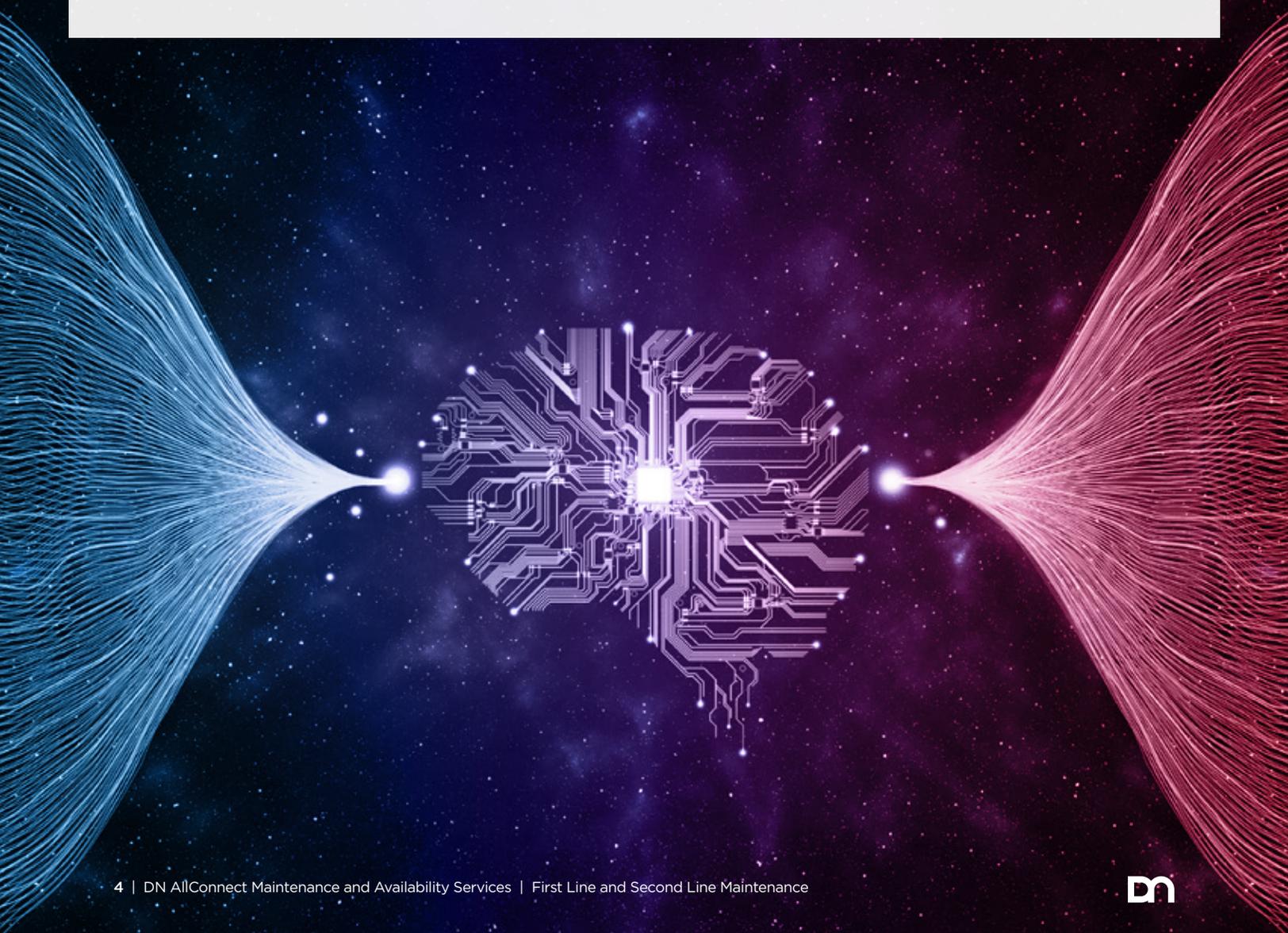
# Your Network is Supported by a Powerful, World-Class Framework

## Capacity and consistency. Globally.

Our Global Service Desks are accessible 24-7. More than 1,500 support desk agents are ready to assist you in a broad range of languages.

Field service is available across the globe through a network of more than 8,500 technicians.

Every year we resolve more than 10 million incidents and complete in excess of 3.7 million repairs.

Our global supply chain ensures fast provision of spare parts through intelligent forecasting and replenishment processes. An average of 13 million parts are on hand every day, distributed across a network of regional logistic centers.

We operate a consistent, standardized, streamlined incident management process leveraging a global IT infrastructure, providing the same quality of service in every country

Our technical and operational training programs are standardized globally: content, methods and quality of training sessions are the same wherever they are held. Customizations can be added to suit the local specifics and operating environments, especially where those environments play a key role in triggering unique incidents that can occur.

## "One team" expertise, individual excellence

With a long average tenure, our services teams are very experienced and bring the benefit of deep engineering expertise.

To augment their skills, regular training is delivered by a network of 150 certified instructors who work hand-in-hand with our product developers, sharing the intricacies of each terminal's operational characteristics.

With a one-team approach, product development, manufacturing and servicing all collaborate to provide training content, which each technician must consume and be certified against to service a relevant device or component.

Finally, our technicians are equipped with portable devices where they can access actionable insights from DN AllConnect Data Engine, and diagnostic tools as well as our global knowledge base as required, always ensuring a timely intervention.

## Remote resolution

We manage many incidents remotely in order to resolve issues as fast as possible and with minimal interruption. While the on-site attendance of a technician is obviously dependent on when a failing ATM can be physically accessed, remote resolution can be performed immediately at any time of the day and night, seven days a week. Remote resolution can also be particularly beneficial in the case of unstaffed branches and remote locations. If the issue cannot be fixed via the remote connection, we will send out one of our field service experts.

## Deep manufacturer knowledge across award-winning devices

At Diebold Nixdorf, we design and manufacture every key component of our ATMs, including highly complex and sophisticated media handling devices. This means we have a deep understanding of every component, how they interact with each other and the precise type of maintenance they require throughout their lifecycle. All this know-how is recorded in a unique global knowledge base that our technicians can access anytime and anywhere they are. You can be certain no one else other than a Diebold Nixdorf technician can better maintain a Diebold Nixdorf device, protecting your investment and making sure that each of your ATMs lasts as long as it was designed and built for.

### Availability and satisfaction guaranteed

Diebold Nixdorf provides world-class Second Line Maintenance with a range of service plans designed to give you the choice to select the level of assistance you require. We are committed to guaranteeing a jointly-agreed availability level and always strive to exceed it. Service Key Performance Indicators (KPIs) include maximum incident resolution times and our performance against these is constantly monitored as your satisfaction is our number one priority. We provide updates as to how well we are scoring against all Service Level Agreements (SLAs) and KPIs as part of our performance reviews on a regularly set basis, but also on-demand and any time if required.

### Multivendor support

We don't just provide the best service for our ATMs; we pride ourselves on being an integrated service provider, with the ability to offer servicing excellence for products made by other manufacturers. We are equipped to handle all of your ATMs no matter the manufacturer and the device.

The benefits for you are many. We are the single point of contact and accountability for your entire fleet. We cut down on your administrative work by managing your relationships with third-party providers and other suppliers. We offer one single, consistent interface and process for your whole ATM fleet, whatever the make is, to raise a service ticket, track resolution of faults and extract reports. All this makes your staff's life easier and will save them precious time, which they can invest more strategically, to further grow your business.

### High-quality consumables supply

All consumables we provide have been selected following stringent quality standards and sourced from carefully vetted suppliers. And as we know that you need them quickly, our local teams can meet your delivery requirements thanks to the efficiency of our Global Service Supply Chain's intelligent forecasting and replenishment processes and outstanding logistic capabilities.

### Physical Security Services
(North America only; upon request in other countries)

Secure your environment with our Physical Security Services suite, which includes maintenance break/fix services, preventative services, scheduled service, data analytics, and emergency service for your high-security areas. With nationwide field technicians on call 24/7 in North America and Canada, we are your trusted partner for securing and maintaining efficiency and availability for your exterior drive-up pneumatic tube solutions, bullet resistive windows and drawers, and after-hour depositories, along with your interior security solutions of safes, chests, vaults, video surveillance, locks, keys, under-counter alarms, safe-deposit boxes, and access control/general locksmithing.

### Beyond ATMs

Our First Line Maintenance Service—providing incident qualification, supporting minor hardware-related malfunctions remotely or on-site, and ensuring seamless handover to a relevant Second Line Maintenance organization when required—can be extended to all branch IT equipment including a broad range of devices such as self-service kiosks, teller assist units, computers and printers.

### And if you want even more peace of mind...

Diebold Nixdorf delivers a comprehensive service package, which can include not only all of your ATM fleet maintenance needs, but also installation, monitoring and managed services. Trust us as your ATM one-stop-shop service provider so we can ensure your self-service channel fully meets your strategic objectives, exceeds your revenue goals and constantly delights your customers.

# Reap Outstanding Business Benefits when You Use DN AllConnect First Line and Second Line Maintenance Services.

**We are committed to continuously:**

**Increasing**
- Availability
- First-time fix rate
- Remote resolution rate

**Decreasing**
- Number of incident tickets
- Number of service calls
- Resolution time

**What it means for you:**

**Delighted customers:**
- Increased uptime
- Higher customer satisfaction
- Higher Net Promoter Score (NPS)

**Increased revenue:**
- Increased traffic at your ATMs
- Fewer lost transactions
- Reduced customer attrition
- Better control of remote locations and uptime

**Lower Total Cost of Ownership (TCO) and increased efficiencies:**
- Prolonged device lifespan
- Increased automation of incident management
- Reduced involvement of branch staff and third-party service providers

Are you ready to benefit from the DN AllConnect First Line Maintenance and Second Line Maintenance Service powered by DN AllConnect Data Engine?

To learn more about our new service plans and receive answers to all your questions, **contact your DN representative today or visit DieboldNixdorf.com/AllConnect.**

**Diebold Nixdorf**

2021
**WINNER**
tsia
**STAR Awards**
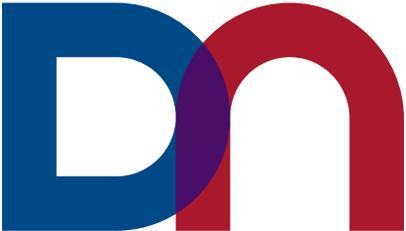
Winner in the "Best Practices in the
Delivery of Field Services" category