

COMPREHENSIVE SERVICES

CLIENT SERVICES

The Client Services Group provides leadership, technical, and Client support while facilitating communications both within Diebold Nixdorf and the account to effectively and efficiently drive issue identification and resolution throughout the engagement. This group manages product and service performance to ensure the delivery of quality solutions to our Clients.

- a. Provide Monthly Metric reporting.
- b. Analyze the data in the reporting and make recommendations to the Client on how improvements can be made to the ATM network.
 - Monthly cash balancing/activity report by ATM (if "Currency Management" is referenced on the Equipment Schedule).
 - Availability Report.
 - Online access to ATM status monitoring events, dispatch, notification, escalation and availability information.
- c. Online access to currency management reports by ATM (if "Currency Management" is referenced on the Equipment Schedule).
- d. Voice of the Client into the organization.
- e. Available by phone for escalation issues 24/7.
- f. Train Client on the Services Electronic Reporting Access System (SERAS) as well as provide customized training manuals.
- g. Manage all out of scope service bills and determine whether they are billable or non-billable.
- h. Escalation point.
- i. Review and revise transaction processing bulletins.
- j. Add, Move and Change point of contact for services screen changes, contract modifications and/or cancellations, reporting changes.
- k. Facilitate troubleshooting of unexplained or repeated problems with ATMs.
- l. Work with all third-party service providers to resolve questions/disputes.
- m. Interface with major stakeholders within Client's organization.
- n. Weekly/Monthly (depending on the desired frequency) conference calls with the Client to discuss current issues.
- o. Manage the relationship between the Client and third-party vendors.
- p. Facilitate issue resolution from beginning to end.
- q. Manage and facilitate conference calls to address and resolve a variety of issues.
- r. Manage the procurement of ATM consumables. (If "Consumables" is referenced on the Equipment Schedule)