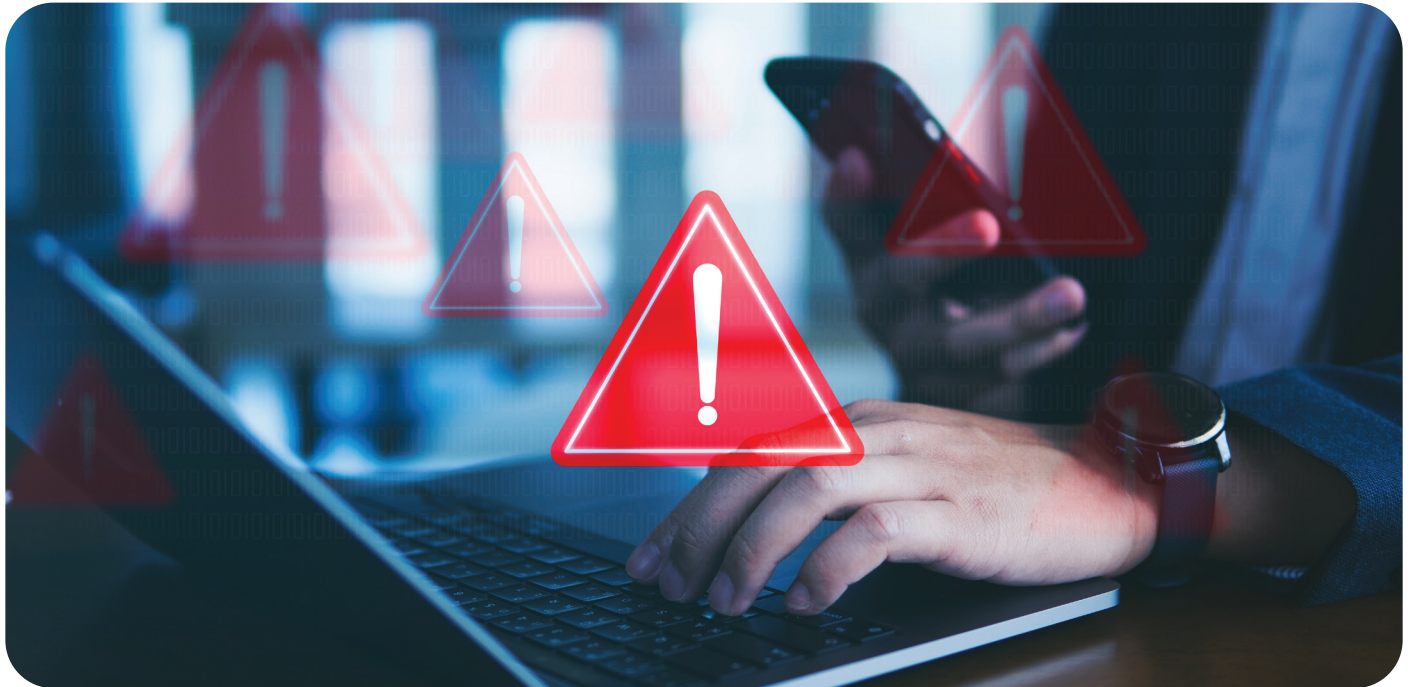


Event Monitoring and Software Services



Powered by DN AllConnect® Services for Retail



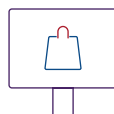
Retail technology issues often surface without warning—and worse, could be first noticed by shoppers using self-service. Event Monitoring and Software Services prevent this by continuously monitoring hardware, operating systems, and applications across your store network. We take IT issue handling off your store teams by detecting, diagnosing, and resolving problems remotely and proactively. Furthermore, a centralized control model and real-time dashboards provide full transparency over IT status across all locations. By preventing incidents and resolving issues before escalation, we significantly reduce chargeable help desk calls—keeping systems available, operations efficient, and teams focused on serving customers.

Retail moves fast – DN AllConnect® Services for Retail keeps you ahead



DEPLOY FAST

Open, expand, modernize and upgrade your stores with ease, keeping your focus on the business.



RUN RELIABLY

Restore retail IT quickly, efficiently and cost-effectively to remain operations at any time.



SCALE RESILIENTLY

Run your retail operations at peak performance with smart remote management – proactively, preventatively. Fewer interventions, more availability.

Your Team. Powered by Ours.

Event Monitoring and Software Services

Unified monitoring that prevents disruptions, reduces help desk calls, keeps retail systems performing at scale, and frees your staff from incident handling.

KEY FEATURES

- Centralized event monitoring across hardware, OS, and applications
- Proactive detection and prevention of incidents before disruption
- Remote diagnostics and automated resolution capabilities
- Correlated event analysis across POS, self-service, mobile, and infrastructure
- Secure software deployment, and version management
- Multivendor support for retail endpoints and applications
- Portal dashboards with real-time status and KPI visibility
- Reduced service desk calls and on-site interventions

TECHNICAL BENEFITS

- Higher system uptime through proactive, event-driven operations
- Faster issue detection and resolution across the full IT stack
- Consistent software versions and configurations across all endpoints
- Improved system stability and performance through automation
- Centralized visibility into hardware and application health
- Early anomaly detection to prevent major system failures
- Secure, compliant updates and diagnostics
- Scalable architecture for evolving retail environments

BUSINESS BENEFITS

- Minimized downtime reduces revenue loss and shopper dissatisfaction
- Enhanced shopper experience with consistently available systems
- Improved employee productivity by removing IT disruptions
- Lower total cost of ownership through reduced manual interventions
- Greater operational transparency with real-time insights
- Reduced complexity across multivendor environments
- Flexibility to adapt services as your retail operations evolve
- Future-ready operations model supporting digital transformation



TAILORED SERVICES

Strategy-First. Service-Backed

Every retailer operates in a unique environment, with distinct business priorities, IT infrastructures, and operational challenges. That's why DN AllConnect® Services offers flexible services that can be tailored to meet individual needs, ensuring the right level of support and responsibility for every business model.

Experience the freedom of choice with your favorite services.

Learn more at [DieboldNixdorf.com/Services](https://www.dieboldnixdorf.com/Services).

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