

# Maintenance Services

Powered by DN AllConnect® Services for Retail



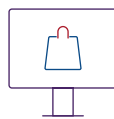
Keeping stores running smoothly, through ensuring every device performs at its best, our Maintenance Services help you resolve IT issues quickly. We can act as your single point of contact to coordinate all parties across the full maintenance lifecycle—eliminating fragmented responsibility and the “watermelon effect” often caused by complex performance matrices. With globally standardized processes and a broad network of skilled technicians, we deliver reliable maintenance across countries and store formats with flexible service models tailored to each device. End-to-end visibility and transparency across regions give you full control over service performance, availability, and outcomes—so you stay focused on customers while we keep your technology performing at its peak.

## 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. Less interventions, more availability.

Your Team. Powered by Ours.

## Maintenance Services

We ensure your IT systems run reliably with smart tools, skilled local technicians, and globally proven service processes—so your teams can focus on retail excellence.

### KEY FEATURES

- End-to-end maintenance for multivendor retail store IT systems
- On-site resolution services with technical support, parts management, logistics, vetting, repairs, field service engineering and post-service debriefing
- Possibility to integrate preventive maintenance into service plans
- Global service delivery in over 100 countries
- Local field service
- Global reach for spare parts logistics to ensure timely replacements
- Flexible service SLA tailored to equipment criticality
- Standardized yet adaptable service delivery model, e.g., swap for printers or mobile devices, or on-site service for POS, etc.

### TECHNICAL BENEFITS

- Enhanced system performance with regular preventive maintenance to high-usage components to support ongoing health
- Fast recovery times aligned with service level agreements
- Multivendor support ensures interoperability across IT ecosystems
- Secure handling of sensitive data through certified services
- Skilled technicians equipped with global knowledge base
- Scalable support for expanding or evolving IT infrastructures

### BUSINESS BENEFITS

- Enhanced shopper experience with consistently available systems
- Minimized downtime reduces revenue loss
- Improved employee productivity by reducing IT-related disruptions
- Lower total cost of ownership through optimized service delivery
- Flexibility to adapt services to changing business needs
- Support for global expansion with consistent service quality
- Reduced complexity in managing multivendor environments
- Continuous improvement drives long-term profitability and growth



### TAILORED SERVICES

DN AllConnect® Services offers flexible service packages that can be chosen to meet individual needs, ensuring the right level of support and responsibility for every business model. We deliver world-class maintenance services to ensure maximum availability and optimal performance of the equipment that drives your customer and staff experiences, as well as your business processes. Our comprehensive portfolio allows retailers to choose a service level that's matched to the location, type of equipment and criticality of the device. That's how we ensure service is delivered at the right level, at the right time, for the right price point.

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

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