

# Managed Services



Powered by DN AllConnect® Services for Retail



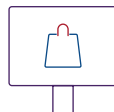
In retail, every second of downtime, every security gap, and every unresolved IT issue directly impacts revenue and the shopping experience. Managing complex, multivendor store IT landscapes has become a full-time job—often distracting teams from what matters most: customers and growth. DN Managed Services take full operational responsibility for your mission-critical retail infrastructure, from incident resolution and service desk support to proactive monitoring and security patching. Through a centrally managed, scalable as-a-Service model, we prevent disruptions before they reach the store, secure systems continuously, and resolve issues quickly when they occur. With DN as your trusted operations partner, you gain predictable performance, global consistency, and full transparency—freeing your store staff teams to focus on delivering seamless shopper experiences, reducing operational costs (like chargeables), and increasing device availability.

## 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.

## Managed Services for Retail

An integrated, end-to-end managed services portfolio that proactively monitors, secures, supports, and operates retail IT environments—centrally, remotely, and at global scale.

### KEY FEATURES

- Centralized, real-time monitoring across operating systems, hardware, and applications
- Proactive detection and prevention of incidents before store impact through remote diagnostics, automated remediation, and incident resolution
- Integrated service desk with global, multilingual 24/7 support
- Centrally managed security patching with controlled, validated rollouts
- Secure software deployment and version management
- Multivendor support across heterogeneous retail environments
- Unified dashboards providing visibility into availability, incidents, compliance, and KPIs
- Reduced chargeables, service desk calls and on-site interventions
- Higher availability of store IT

### 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

- Enhanced shopper experience through consistently available systems
- Improved employee productivity by removing IT disruptions from store teams
- Lower total cost of ownership through automation and centralized service delivery, resulting in lower operational costs
- Greater operational transparency with real-time service insights and dashboards
- Flexibility to adapt managed services as business needs evolve
- Support for global expansion with consistent service quality across regions
- Reduced complexity in multivendor retail environments
- Continuous optimization that drives long-term profitability and growth



### 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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