

Mobility Services

Powered by DN AllConnect® Services for Retail



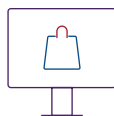
From deploying mobile devices to managing their performance and ensuring uptime, our Mobility Services provide end-to-end support for your mobile retail operations. Acting as your single point of contact, we handle everything from OS upgrades and hardware screening to swap logistics and integration support. With real-time monitoring, proactive recovery, and centralized control, we keep your mobile fleet secure, compliant, and fully operational. Whether you're scaling up or optimizing existing operations, we help you reduce complexity and cost. Backed by global logistics and expert support, we ensure your mobile strategy is efficient, reliable, and future-ready. Flexible by design, our services adapt to your unique needs—filling gaps where internal capabilities fall short, complementing your existing processes, or managing the entire lifecycle end to end.

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.

Mobility Services

Keep your mobile operations running smoothly—while we manage, monitor, and optimize every device behind the scenes.

KEY FEATURES

- End-to-end lifecycle support for Android-based mobile retail devices
- OS upgrade service with regression and user acceptance testing
- Hardware failure screening to prevent unnecessary warranty claims
- RMA and warranty handling with swap logistics and repair tracking
- Real-time monitoring and proactive recovery via DN's service platform
- Personalized dashboards for device health, usage, and performance
- E2E integration support for onboarding and business process alignment
- Technical hardware support and escalation to manufacturers
- Centralized spare stock and next-business-day swap service
- Self-service portal for triage, swap requests, and service tracking

TECHNICAL BENEFITS

- Reduced device downtime through proactive monitoring and fast swaps
- Secure and consistent OS and firmware updates across all devices
- Minimized "No Fault Found" returns through expert hardware screening
- Seamless integration with customer MDM tools and APIs
- Real-time diagnostics and analytics for faster issue resolution
- Centralized configuration and change management for all endpoints
- Scalable support for large, distributed mobile fleets
- Structured escalation paths for complex hardware and software issues
- Transparent service tracking through DN's digital platform
- Compliance with manufacturer warranty and support standards

BUSINESS BENEFITS

- Lower total cost of ownership by reducing indirect support costs
- Increased device availability ensures uninterrupted store operations
- Improved staff productivity with fewer device-related disruptions
- Faster recovery from hardware failures with next-day swap logistics
- Enhanced customer experience through reliable mobile interactions
- Reduced operational risk with centralized control and visibility
- Scalable service levels to match business growth and complexity
- Streamlined vendor coordination through a single point of contact
- Better decision-making with data-driven insights and reporting
- Future-ready mobility strategy aligned with evolving retail needs.

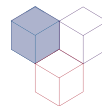


TAILORED SERVICES

Strategy-First. Service-Backed

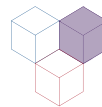
Every retailer operates in a unique environment, with distinct business priorities, IT infrastructures, and operational challenges. That's why DN AllConnect® Services offers flexible services that can be tailored to meet individual needs, ensuring the right level of support and responsibility for every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

Experience the freedom of choice with your favorite services.



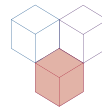
BASIC SERVICES

Enables seamless implementation of mobile devices into your IT environment, while optimizing the warranty handling and ensuring up-to-date OS versioning.



CORE SERVICES

Devices always ready to use in the store: first as the result of a simple and comprehensive roll-out process and then as part of the daily managed SWAP operations.



ENHANCED SERVICES

Maximize device availability and provide relevant insights to support managing your fleet & store operations while reducing store staff involvement.

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