

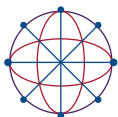
Service Desk

Powered by DN AllConnect® Services for Retail



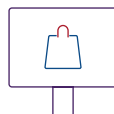
In retail, every second of downtime can mean a lost sale or a frustrated customer. That's why Diebold Nixdorf's Service Desk is designed to resolve issues effectively, keeping your operations running without interruption. Acting as your single point of contact, fragmented responsibilities and the "watermelon effect" often caused by complex performance matrices and multiple actors will be eliminated. Our global, multilingual support provides consistent coverage across regions, ensuring your teams receive fast, knowledgeable assistance—anytime, anywhere. At the same time, we continuously evolve toward zero-call processes through advanced remote diagnostics, automation, and proactive support. With a deep understanding of retail and the pressure staff are under when the checkout journey stops, you will benefit from high availability, clear accountability, and seamless retail experiences—so your staff can stay focused on customers, not troubleshooting.

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.

Service Desk

From first contact to final resolution, we handle your IT incidents, so your business keeps moving and your customers stay engaged.

KEY FEATURES

- Integrated Service Desk offering multilingual, 24/7 support
- High first-contact resolution rates to optimize availability
- All support levels available: 1st level, 2nd level, expert groups, and incident resolution management
- Structured escalation paths to 2nd Level Support and Solution Expert Groups if needed
- Fast response times with 80% of calls answered in under 30 seconds as a standard
- Incident logging and tracking through DN's Incident Management System with possible interface to customer's ticketing system
- Support for both in-store and centrally installed hardware/software
- Coordination with customer's IT team and third-party providers
- Globally standardized yet locally adaptable support processes
- Optional: Remote diagnostics and troubleshooting via advanced connectivity tools

TECHNICAL BENEFITS

- Rapid issue identification and resolution
- Multilingual support in 25 languages ensures clear communication across global teams
- Smart knowledge databases improve troubleshooting accuracy
- Escalation to expert groups ensures resolution of complex incidents
- SLA-based incident resolution management ensures accountability
- Seamless integration with retailer's existing IT infrastructure
- Real-time ticket tracking through interface and status updates for full visibility
- Scalable support model that grows with your IT environment
- Remote access capabilities enable faster diagnostics and fixes

BUSINESS BENEFITS

- Enhanced customer experience through consistently available systems
- Reduced downtime protects revenue
- Improved staff productivity by minimizing IT-related disruptions
- Lower support costs through efficient issue resolution and fewer escalations
- Flexibility to choose support levels that match business needs
- Global consistency with localized service delivery
- Simplified vendor management with a single point of contact
- Increased operational transparency through real-time incident tracking
- 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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