

**DN Mobility Solutions**  
Delivering Powerful  
Connections

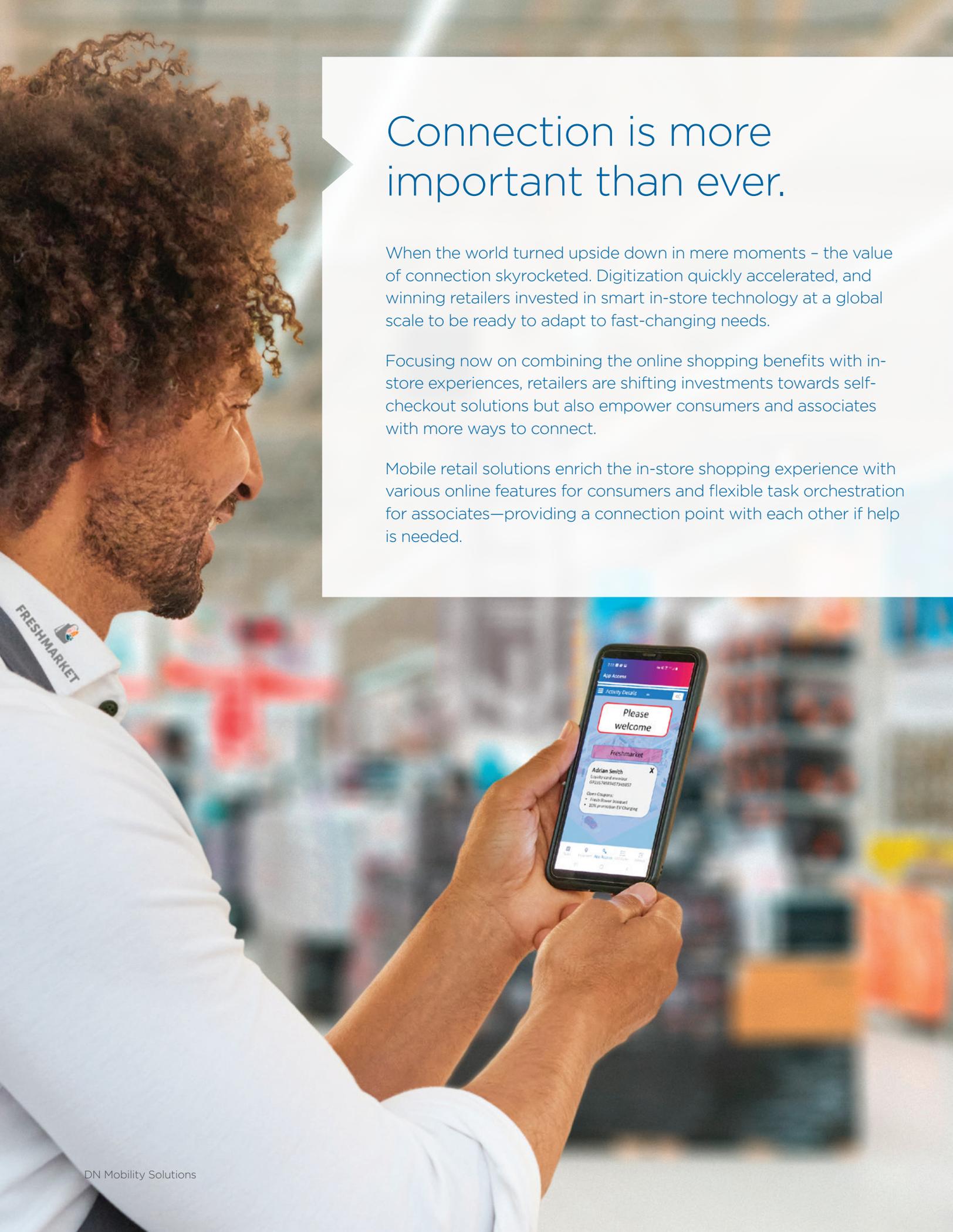


# Connection is more important than ever.

When the world turned upside down in mere moments – the value of connection skyrocketed. Digitization quickly accelerated, and winning retailers invested in smart in-store technology at a global scale to be ready to adapt to fast-changing needs.

Focusing now on combining the online shopping benefits with in-store experiences, retailers are shifting investments towards self-checkout solutions but also empower consumers and associates with more ways to connect.

Mobile retail solutions enrich the in-store shopping experience with various online features for consumers and flexible task orchestration for associates—providing a connection point with each other if help is needed.



# Is your store ready to connect?

- 1** Analyze your store to identify the best in-store experience
- 2** Select the right mobile devices for associates and customers
- 3** Provide open API software to power all journeys and get valuable insights
- 4** Guarantee your journeys are always available



Meet consumers' changing desires  
and ease associates' growing  
responsibilities with mobile devices.



# Identify the best mobile ratio in your checkout mix with Storevolution™ Advisory Services.

Modern shoppers expect seamless in-store experiences, and if your store doesn't offer them, you're missing opportunities.

Our Storevolution Advisory Services team works with you to strategically design your mobile checkout journey. When you partner with Diebold Nixdorf we help you choose the right combinations of mobile technology for each one of your stores, to suit your individual customers' and associates' needs.

**Storevolution Advisory Services provides data analytics designed to identify the best in-store experiences, using a proven methodology based on four points:**



Optimize space in stores



Improve customer service



Increase sales



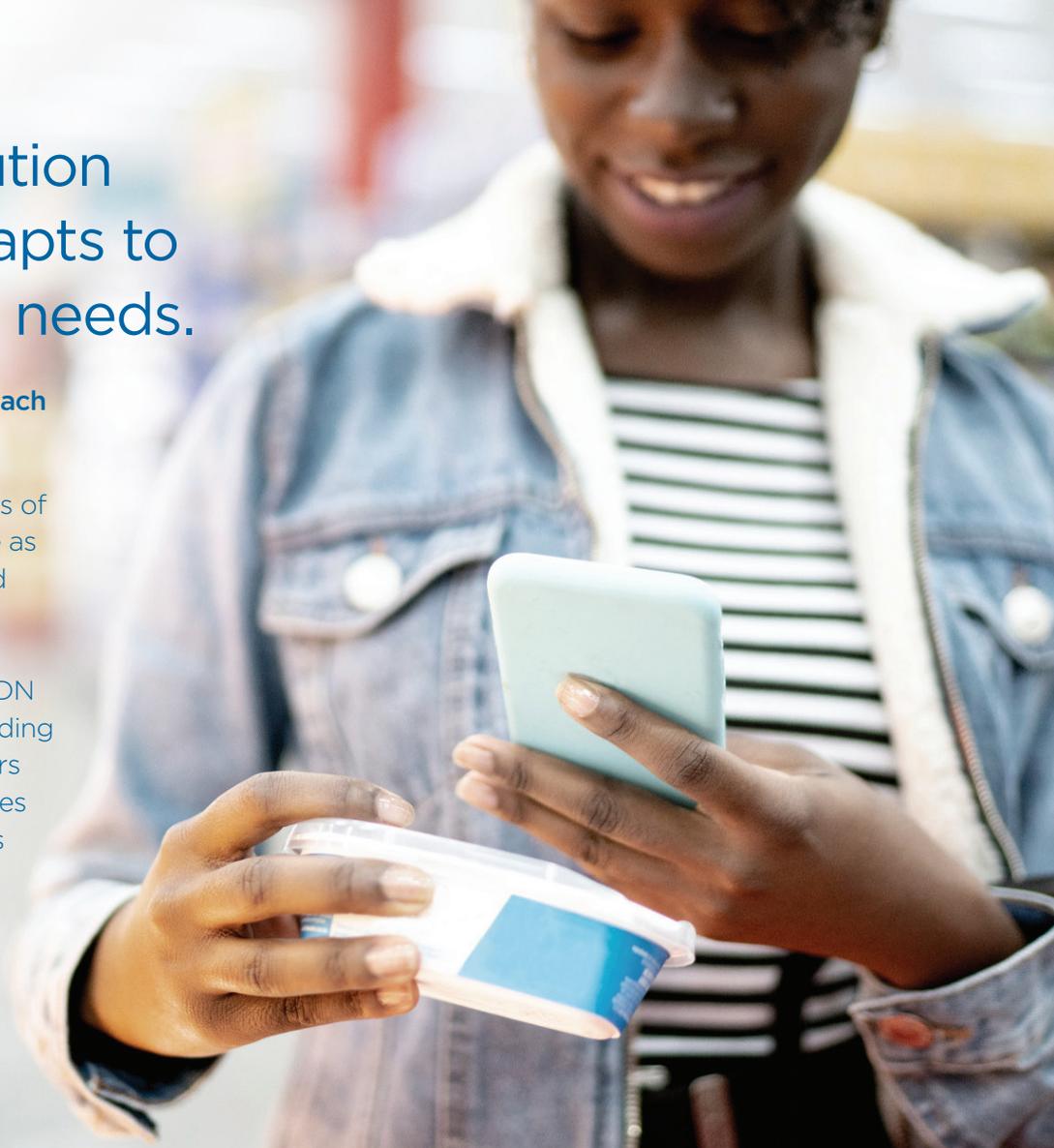
Reduce store costs



# A flexible solution that easily adapts to fast-changing needs.

## Leverage a right-sizing approach to mobile transformation.

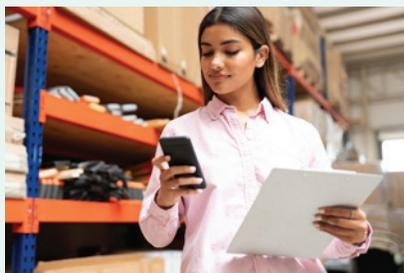
Since consumers' expectations of shopping experiences change as fast as associates' in-store and back-office tasks, mobile solutions need to be modular, flexible and easily adaptable. DN partners with the industry-leading mobile experts to offer retailers the best solution for their stores to ensure every deployment is optimized for a store's unique environment, as well as its consumers' and associates' journeys.



## Experience industry-leading mobile know-how.



A broad range of consumer mobile devices empowering consumers to scan items on their own, check product information and redeem coupons.



A modular scope of associate mobile device giving associates a flexible and convenient mobile-automated time and attendance capability to orchestrate inventory and pricing along with clear interventions on short notice.



Connecting both consumer and associate journeys in-store by allowing real-time interaction if help is needed.

# Flexible software integration meets complex retail requirements.

**Any retail environment—anytime, anywhere.**

Openness is essential for a successful mobile strategy. The DN Vynamic® Software Suite is an open, modular software platform that ensures tailored solutions within store environments and speeds up time to market—for every consumer or associate journey independent on the device. Our flexible architecture meets a wide variety of current and future mobile scenarios while fulfilling market requirements for Open Retailing via open APIs.



## **Tailored shopping experiences with Vynamic Personal Shopper:**

Vynamic Personal Shopper is an open API, multi-vendor software platform that empowers consumers to scan items in their shopping cart with a retailer-owned device or their own smartphone. While being provided with personalized recommendations and coupons on the go, customers can check their shopping list, keep an eye on the basket size and check product information.

## **Frictionless checkout experiences with Vynamic Smart Assist:**

Also an open API, multi-vendor software platform, Vynamic Smart Assist empowers associates to enhance the consumer's in-store experience. While providing real-time status updates on touchpoints and transactions on any device, an assistant can easily clear an intervention mobile and support customers on short notice.

# Deliver always-on journeys.

**Offer the highest availability and best-in-class consumer and staff experiences at the lowest TCO.**

Managing services for numerous mobile solutions is increasingly challenging. DN enables you to master this complexity thanks to its AllConnect Services<sup>SM</sup> for Retail. Acting as a multi-vendor service provider, we take end-to-end ownership of the operations of all your critical customer and staff (mobile) devices.

Experience the new level of Mobility Service Management and ensure highest availability of your entire mobile estate at the lowest TCO:

## A world of great metrics

- Leverage smart data gathered from all your mobile solutions (hardware & software) and take optimal, data-driven decisions.
- View transparent, real-time availability and usability dashboards of your entire mobile ecosystem.
- Witness optimal incident handling. We solve incidents proactively and remotely, if possible.
- Benefit from eased self-help options.
- Facilitate highest satisfaction and usage through seamless mobile journeys for your customers and your staff.
- Reach availability levels of up to 95%.



## Global Coverage, Local Support. DN AllConnect Services<sup>SM</sup> for Retail



Deliver a seamless customer experience by increasing availability across your store's touchpoints.



Improve store efficiency through proactive remote resolution capabilities that remove tasks from store staff.



Substantially reduce T&M expenses for unnecessary field interventions.



Minimize the initial hardware investment by up to 20% thanks to commitment on availability and device usage analysis.



Reduce your Total Cost of Ownership.

**Up to 35% Productivity Gain | 20% Reduction in Helpdesk Calls  
Up to 1h Saved per Store per Day in Device Administration**

**Improve Staff Efficiency. Drive Customer Satisfaction. Manage your Costs of Operations.**

# Why Diebold Nixdorf?

With an installed base of more than 1 million ePOS systems worldwide, Diebold Nixdorf automates, digitizes and transforms the way people shop. Our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers every day. As an innovation partner for the majority of the top 25 global retailers, Diebold Nixdorf delivers unparalleled services and technology that power the daily operations and consumer experience of retailers around the world. Our local presence in more than 100 countries positions us to better understand the market needs of today and anticipate those of tomorrow.

We leverage our Storevolution expertise to design, enable and operate frictionless consumer and staff journeys, helping retailers achieve their business objectives while achieving consistency across all channels—from store to mobile and beyond.



**Join the Storevolution™**

Learn more at [www.dieboldnixdorf.com/en-us/retail/solutions/mobility](http://www.dieboldnixdorf.com/en-us/retail/solutions/mobility)



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