

# Reach the Maximum End-To-End Availability of Your Self-Service Fleet.



Monitoring and Event Management Services provides automated supervision of the self-service fleet around the clock. Diebold Nixdorf's event-driven process automation provides world-leading technical support you can rely on to decrease operational costs, boost availability and provide increased operational transparency. By shifting the burden of implementing and managing your fleet to a trusted partner, your organization profits from a high degree of automation and expert support so you can concentrate on your core business.

Our proactive monitoring services ensure your consumers have a quality experience every time they interact with your self-service fleet. Our solution provides a holistic approach to monitor the self-service fleet including the application layer and business logic.

## **OPTIMIZED SUPPORT CHAIN**

- Eliminates idle times in business and IT processes.
- Minimizes manual on-site intervention.
- Automates escalation processes.
- Ensures active SLA management.
- Interact with all stakeholders through multiple communication channels.

## **RELIABLE SERVICE OPERATIONS**

- Predicts potential hardware failures or end-of-life.
- Preemptively dispatches service for "chronic errors."
- Automatically allocates the proper level of support.
- More transparency of KPIs through dashboards for decision making.

## **HIGHER LEVELS OF AVAILABILITY**

- Higher consumer satisfaction and better quality time at the self-service device.
- Continual 24/7 customer service.
- Significant decrease of service time spent on-site with secured remote services.
- Gain efficiency with automatic response and self-recovery using configurable rules.

Self-service devices are still a primary touchpoint for interacting with your consumers. The availability of the self-service fleet and its services plays a major role in consumer satisfaction and directly impacts brand perception.

With Monitoring and Event Management Services, you can reach higher availability levels throughout your self-service fleet, and take advantage of automated escalations and minimized manual interventions.

Monitoring and Event Management Services collects and categorizes events in order to decide on appropriate actions, and provides relevant data for reporting or other business purposes, such as cash levels and replenishment data for cash management. The solution comprises the following services:

- **Proactive Monitoring:** A service agent is installed on each self-service device enabling Diebold Nixdorf to monitor your self-service fleet 24/7. The service agent delivers information about specific events (such as status information), from the self-service device to the service management platform. Status changes and incident information are displayed within this secure and reliable platform. From the very start, and for each self-service device, the service agent is configured to separate incidents from other information.
- **Incident Process Automation:** A managed set of rules correlates events, alerts and status information, triggering automated actions and recommendations for preventative measures. Incident Process Automation services speed up incident resolution by predicting and preventing incidents through pattern diagnostics. This process automation significantly improves the first-time fix rate without onsite intervention.
- **Management and Information Services:** Consolidated reports and management dashboards provide trends and error analysis, including key performance indicators such as transaction amounts, incidents, and SLA measurements, all of which can easily be adjusted or customized.

#### WHY DN ALLCONNECT SERVICES?

Diebold Nixdorf AllConnect Services<sup>SM</sup> offers industry leading services that provide tailored, end-to-end solutions with a customer first view. We help banks, credit unions and retailers accelerate their performance on a global scale. Using the foundational strength of our top-rated, technically trained service experts, we consistently deliver ultra-secure transactions and services with upwards of 99% uptime. From maintenance operations to business solutions to data-driven insights, only DN AllConnect Services delivers the expertise and innovation that help businesses thrive by identifying today's efficiencies and tomorrow's opportunities.

#### End-to-End Availability



#### Process Automation

