DN AllConnect Self-Service Fleet Management Services℠
Software Lifecycle Management

An Integrated Approach to Managing Your Self-Service Software

In today's digital world, financial institutions are faced with increased consumer demands to accelerate speed-to-market of self-service fleet features and enhancements. IT resources are required to implement and maintain an updated software platform, while simultaneously addressing increased security threats as well as regulatory and compliance requirements.

Maintaining a uniform software stack minimizes complexity, reduces total cost of ownership and enables the increased speed-to-market that financial institutions (FIs) desire. While IT departments are often well-equipped to deal with internal systems, they may struggle with the complexities of the self-service fleet. Even institutions that have the proper in-house resources often find it challenging to keep up with the constant testing and implementation of monthly security updates and software upgrades. Diebold Nixdorf's Software Lifecycle Management solution offers FIs a faster, simpler and more secure approach.

FAST

Rapid, remote deployment of patches and software upgrades designed to secure and enhance the consumer experience.

- Faster time-to-market for new functionality and innovation
- Minimized operational efforts through harmonized software versions
- Reduced manual efforts due to automated remote deployment

SECURE

Testing and deployment of operating system patches to maintain required levels of compliance and protect against current and emerging threats.

- Minimized risk of business disruption for software changes
- Compliance and vendor support by keeping software versions and patch levels up to date
- Reduced process complexity for third-party coordination

MANAGED

Proactive and ongoing maintenance of the software stack throughout the self-service lifecycle.

- Increased process efficiency through a single point of responsibility
- Software roadmap and release plan aligned with business requirements
- Transparent performance reporting based on clear key performance indicators

The Benefits Of Software Lifecycle Management

Software Lifecycle Management services provide an integrated approach to managing the self-service fleet software stack, from design-driven development to active maintenance and management of the software lifecycle. Software Lifecycle Management offers a consistent process framework including requirements management, functional specification, and evaluation along with implementation to release planning, testing and deployment which are all governed by Diebold Nixdorf as a single point of responsibility. Mandatory basic software updates and patches provide an up-to-date software stack and minimize the risk of security breaches that can be caused by outdated software versions. It also decreases the operational efforts of operating multiple software versions.

SOFTWARE LIFECYCLE MANAGEMENT CONTAINS THE FOLLOWING ELEMENTS:

Software Deployment Services operates the technical remote management infrastructure and covers all activities required to deploy software packages remotely. The primary objective of Software Deployment Services is the creation and execution of a deployment plan as the final part of the release planning process. This service includes software packaging, operational readiness testing, parameterizing the deployment job, and executing and monitoring the deployment progress.

Self-Service Application Operations provides customers with operational services for multi-vendor software solutions. It includes the active planning of software releases based on product roadmaps, software patches and customer-specific change requests. Diebold Nixdorf aligns the software release plan with involved stakeholders, which might include third-party software suppliers, and maintains a software release plan and schedule to ensure software release versions are compatible for software support, i.e. maintaining supported versions only.

Self-Service Application Management extends Diebold Nixdorf's responsibility to an end-to-end ownership of the entire application management process. This includes managing functional and business requirements, maintaining an aligned software roadmap, governing the change and release management processes and release schedules. Diebold Nixdorf takes responsibility for the end-to-end software stack which includes structured application migration planning for end-of-life and end-of-support scenarios. This may also include coordinating any software development tasks carried out by third parties and other activities influencing the release planning.