

Drive Operational Efficiency



Diebold Nixdorf delivers a quick response for minor incidents and your service requests of self-service systems and IT systems. A global team of service specialists provides First Line Maintenance to solve basic hardware-related incidents for your organization's needs. First Line Maintenance include the restoration of minor malfunctions as well as services such as clearing simple jams, consumable items replenishment and exterior cleaning.

OPTIMIZED PRODUCTIVITY

Ensure your valuable on-site staff are focused on core business activities while Diebold Nixdorf manages minor device issues and keeps your self-service network looking and running its best.

BETTER SERVICE RELIABILITY

With long-term service experience, Diebold Nixdorf is able to deliver unparalleled premium service quality on a global base and improves your overall system availability and system life through regular care and maintenance.

HIGHER LEVELS OF AVAILABILITY

Improve performance of your self-service fleet via Diebold Nixdorf's regular upkeep and support changes. We act as your 'first line' of defense. Accelerate the speed and closure of service events through our 24/7 first line maintenance call handling.



The First Line Of Defense

With the ability to service other manufacturers' systems, Diebold Nixdorf's AllConnect Firstline Maintenance (FLM) Service is available to our customers on a global scale, and offers an optional layer of service support. With rapid response times that keep your self-service network up and running with optimal availability, you can be sure that the downtime of your systems is at a minimum, so you can focus on enriching the consumer experience.

GLOBAL AND LOCAL SERVICE COVERAGE

Diebold Nixdorf's scalable service options can be tailored specifically to meet your needs for your environment. By having one of the largest industry-specific technician fleet, Diebold Nixdorf is able to provide 24/7 service coverage.

INCREASED SYSTEM AVAILABILITY

Diebold Nixdorf maximize the uptime of your self-service fleet while you take care of your core business. To ensure rapid, high-quality service, Diebold Nixdorf provide best-in-class First Line Maintenance.

Maximize your system availability with the service bundle First and Second Line Maintenance underpinned by our DN AllConnect Data Engine. Diebold Nixdorf's First Line Maintenance service teams can quickly hand over and escalate unsolved issues to the Second Line Maintenance technicians upfront. Trust us as your single service provider so we can take care of delivering the highest system availability for your environment.

CONNECTED SERVICES WITH DN ALLCONNECT SERVICES

At the heart of our modern service platform is the AllConnect Data Engine. This intelligent data-driven system integrates big data, machine learning and advance analytics to inform and orchestrate the actions of our remote and field service capabilities. It's predictive and proactive insights generate remote actions and service calls that ensure our clients' self-service networks deliver optimum performance resulting in the best experiences for their end users.

Diebold Nixdorf is dedicated to continuous innovation to advance the AllConnect capabilities for prescriptive, preventative and predictive service.

- **Prescriptive** – using intelligence to enrich call data to achieve right technician, right part, right ATM, right time; while also eliminating time spent in on-site problem diagnosis.
- **Preventative** – mining machine data to anticipate wear and tear cycles and perform early maintenance during advantaged off-pique hours.
- **Predictive** – using machine learning to anticipate non-routine faults before they occur.

WHY DIEBOLD NIXDORF?

DN AllConnect Services 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.



Winner of the Best Practices in the Delivery of Field Services category



To learn more, visit DieboldNixdorf.com.