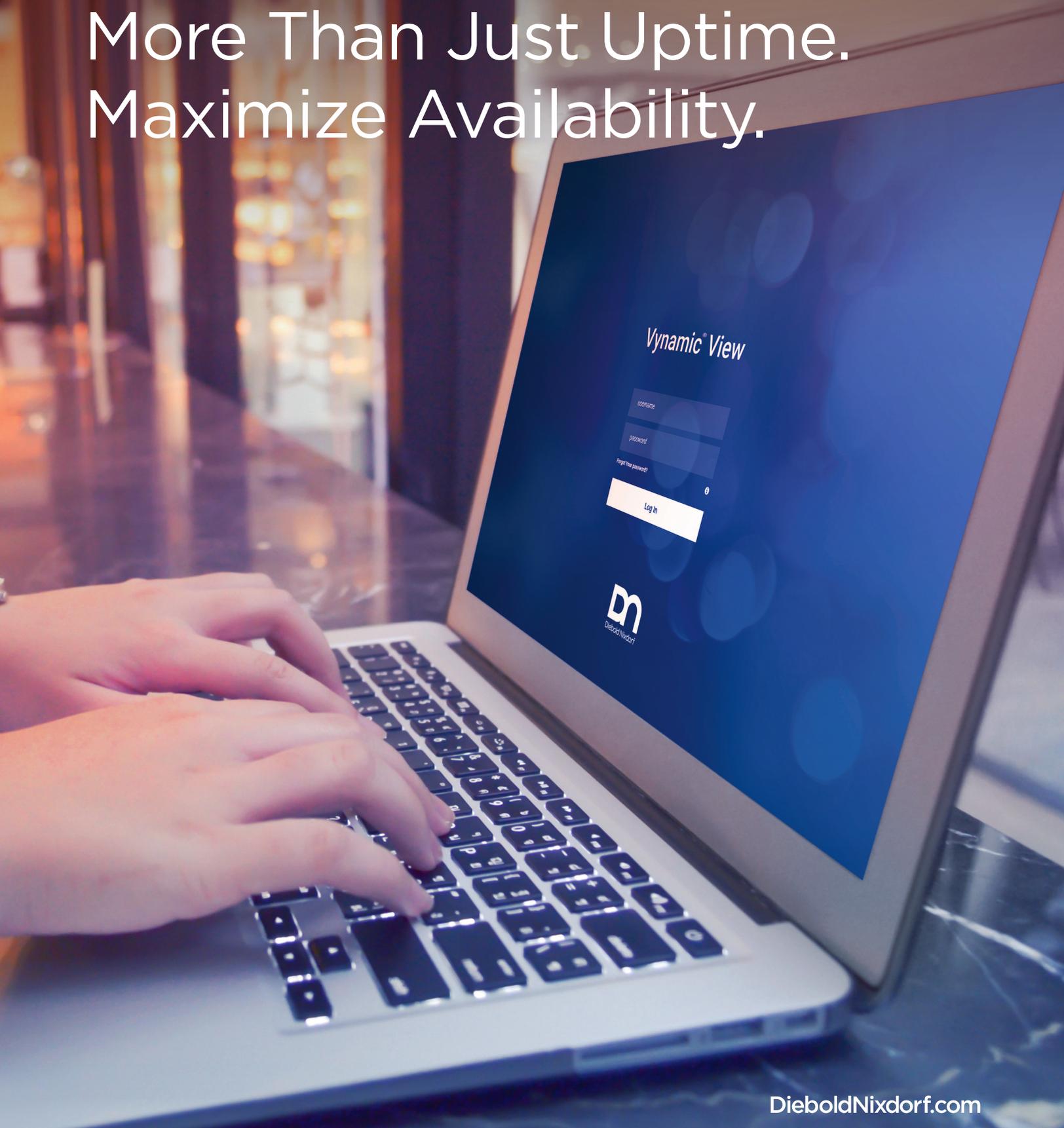


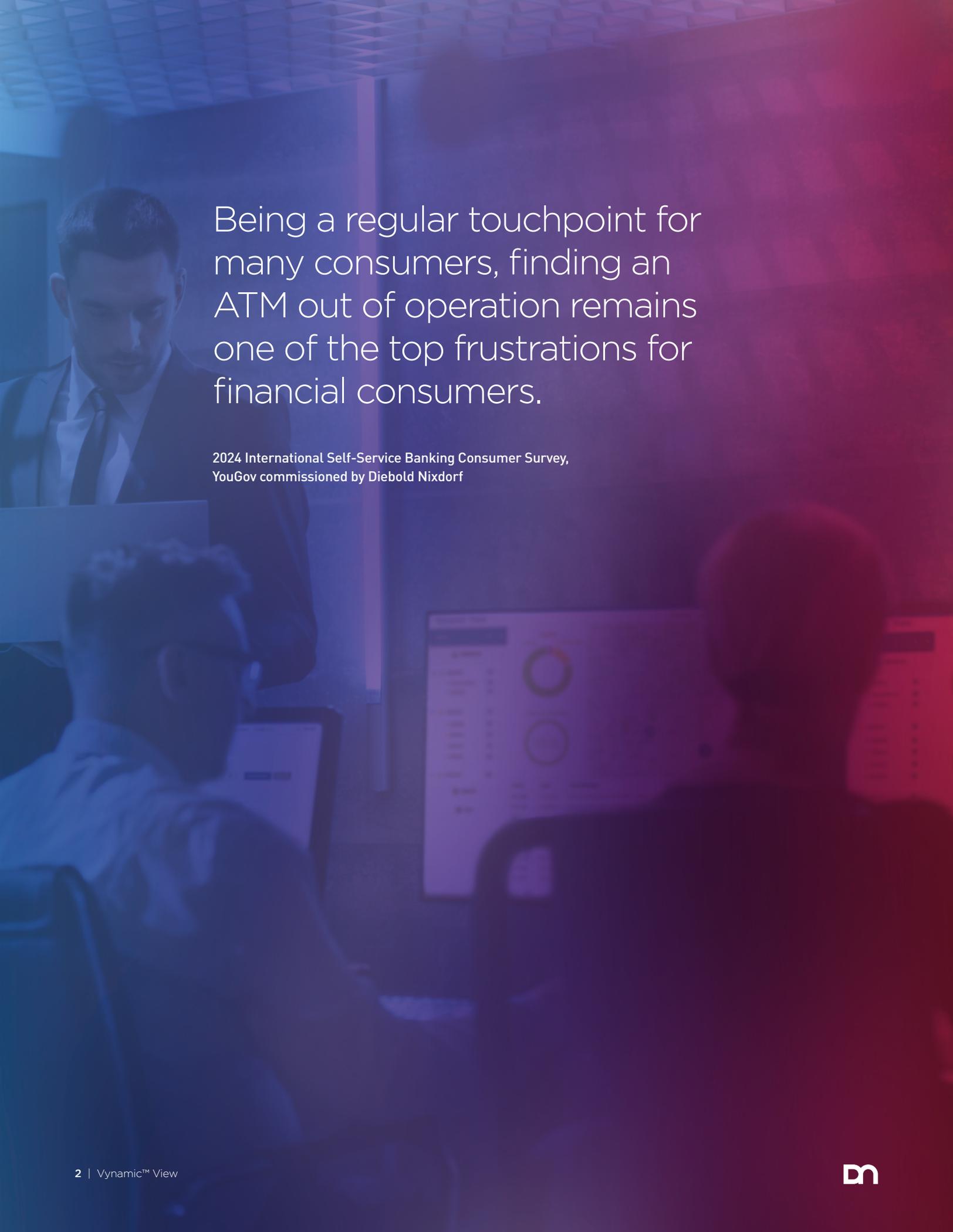
Vynamic® View



# More Than Just Uptime. Maximize Availability.



DieboldNixdorf.com



Being a regular touchpoint for many consumers, finding an ATM out of operation remains one of the top frustrations for financial consumers.

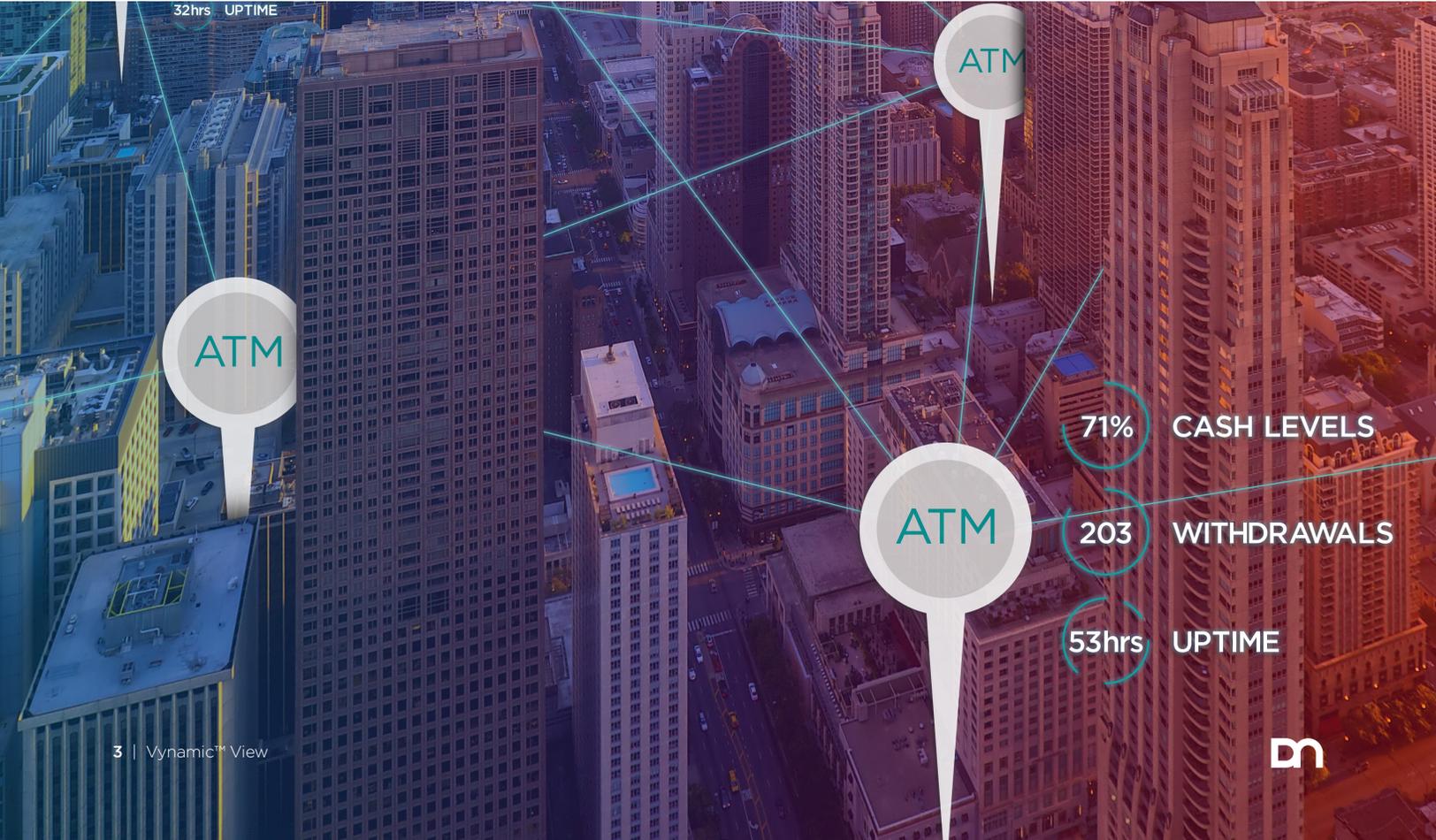
2024 International Self-Service Banking Consumer Survey,  
YouGov commissioned by Diebold Nixdorf

# Optimize your device network with tools that improve efficiency and provide anytime, anywhere, secure access.

Operating a network of self-service and assisted devices requires direct knowledge of the hardware and software deployed, overseeing administration and maintenance all while maximizing uptime and performance. Regardless of whether your network is five devices or 50,000, often the total cost to operate is overlooked and under-budgeted. Without the right assessment tools and insights, you may have a limited view of your network, or a less-than-clear understanding of the constant configuring, updates and potential issues within this complex network.

Comprehensively monitoring your devices is critical to detect and prevent downtime, as well as optimize performance. Any device with an IP address running Microsoft, or Linux should be monitored with a product that is able to grab detailed fault and status messages, process business rules and help manage issues.

Activating such a comprehensive solution will simplify your management processes, increase efficiency, and significantly reduce your total cost of ownership (TCO).



# Vynamic View Software: A future-proof availability management solution.

Carefully tailored for financial and retail device networks, Vynamic View continually adapts to optimize and address specific system requirements.

While driving consumer engagement is essential for the future of commerce, capitalizing on efficiencies is just as critical. During a time of shrinking profitability and a disruptive competitive environment, financial and retail institutions must rethink legacy processes to drive a more robust, holistic connected network of devices that is reliable and available.

## ENSURING THE AVAILABILITY OF THINGS

Reliability, security and high performance are key factors for successful and cost-efficient operation of a 24/7 device network. Losses could quickly rise any time a machine is down. To stay ahead of the game, preemptive maintenance as well as timely detection and fast elimination of any malfunctions or fraud is vital.

Additionally, it costs more than ever to keep pace with regulatory change and technology updates. In this ever-changing environment, there is clearly an advantage in having a centralized management system (one single point of control) to automate problem management and provide a unified view of the entire network, including its components. A direct connection to each device, via an agent, enables organizations to enhance security, increase efficiency and easily change and update software.

Leveraging Diebold Nixdorf's industry expertise in hardware, software and services in banking and retail, Vynamic View can monitor nearly any device with an IP address, including postal, restaurant and gas stations as well as printers, cameras, ATMs and counting machines. Vynamic View not only drives better uptime, it also ensures your fleet is running optimally, addresses security concerns, helps automate incident management, manages service level agreements (SLAs), allows remote resolution of issues, and provides analytics to drive future business decisions for an optimized network.

## VYNAMIC VIEW CAPABILITIES



Availability Monitoring



Incident Reporting



Software Deployment



Log & Journal File Handling



Inventory Management



BIOS Management



Security Monitoring



## VYNAMIC VIEW SUITE

Because every business is unique, Vynamic View was designed to be highly flexible. With a “think big, start small” philosophy, we collaborate with you to determine the perfect path to build the operations according to your organization’s individual priorities. Each module provides one additional piece toward building a network with full “Availability of Things.” Your organization can build on the monitoring capabilities, pull more insightful information on the fleet components and drive a more comprehensive operation.

### AVAILABILITY MANAGER

Vynamic View receives device status information via a highly customizable communication agent that is permanently active on the device. This agent collects information from various sources at different software layers such as Operating System, peripheral driver, standard protocol stack and client applications. It filters the information and reports the relevant data as events to the operations server. In addition, the operations server is capable of collecting events from agentless devices supporting state-of-the-art monitoring protocols or even switches, such as SNMP.

All events are represented in a web browser, leveraging HTML user-friendly Dashboards, graphical representations and color codes. The device network can be represented entirely, regionally or at granular level (system only).

In addition to presenting the information, Vynamic View offers ways to quickly resolve issues through remote access to devices or by requesting a field technician to go on-site. Notifications are available through e-mails, electronic interfaces or text messages to configured destinations.

### INCIDENT MANAGER

In order to ensure normal operations of the device network, Vynamic View also provides an automatic ITIL-compliant service-management system that defines the responsibility of ticket handling and escalates any SLA violation. By following up the incident status automatically, users can manage activities throughout the whole incident life cycle—from occurrence to service dispatching—through incident resolution and closure. Its flexible and configurable automation options help reduce operating cost significantly while maintaining the highest levels of service quality and availability.

### SOFTWARE MANAGER

Keeping pace with technology advancements and security updates can be costly and time consuming. By offering remote deployment capabilities, Vynamic View allows you to strategically and securely deploy software updates to ANY device in your network from a central console. With the ability to transmit file packages, not just single files, your entire network can be updated more quickly, ensuring optimal uptime and satisfying compliance requirement faster.

## LOG AND JOURNAL MANAGER

In addition to distributing files, Vynamic View has the ability to efficiently collect, store and retrieve log files in near real-time for more timely analysis and action. In today's on-demand environment, it is critical that you have central access to electronic journal and log information for issue resolution. This allows you to follow up on transaction discrepancy and customer complaints quickly. The ability to configure regular collections of Windows event logs, application logs and electronic journal files eliminates the need for manual intervention and simplifies the processing of queries.

## INVENTORY MANAGER

Device networks are constantly changing as new devices are added, older ones are decommissioned or parts and software are updated. It's key to have an accurate accounting of your inventory. Vynamic View enables the automatic collection and reporting of installed software, firmware and hardware of any monitored device. Additionally, it can track the entire device lifecycle activities from the initial provisioning to deployment into production, ongoing maintenance and eventual retirement from service.

## BIOS MANAGER

In the retail banking industry, overall ATM security continues to grow, yet many financial institutions trust the out-of-the box settings which can leave their self-service fleet vulnerable. In order to avoid compromising security, BIOS Manager can provide proper BIOS governance by enabling remote password changes, remote configuration management, and the creation of temporary passwords for field access.

## SECURITY MANAGER

Vynamic View can be integrated with Diebold Nixdorf's Vynamic Security Management to act as its central monitoring for receiving events and triggering alerts.

### TROUBLESHOOT, UPDATE, ANALYZE— ALL REMOTELY AND AUTOMATICALLY

Device monitoring can figuratively put eyes, ears and a brain on your device network, and remotely determine what is—and isn't—working within the network. The Vynamic View "brain" can determine potential solutions in real time and even take preventive actions before the system has logged an issue. The solution can also produce a wealth of data about a device network's performance and uptime that savvy institutions can use in a variety of creative, value-added ways to improve operational efficiencies.



To learn more, visit [DieboldNixdorf.com](https://www.DieboldNixdorf.com).