

COMPREHENSIVE SERVICES

MANAGED SERVICES OPERATIONS CENTER (MSOC)

As the front-line and single point of contact for day to day tactical issues, requests and complex problems, the Managed Services Operations Center is considered a vital aspect of Diebold Nixdorf's client relationship management strategy and is responsible for providing dedicated client service and support 24 hours a day, 7 days a week, and 365 days a year, from strategically located operations centers across North America. Being performance and client satisfaction focused, the services provided to both internal and external clientele are performed and supported by Service Operations Representatives and Managed Services Operations Specialists with a wide range of industry leading backgrounds.

1. Customer Support
 - a. Dedicated point of contacts for MS Subscribed Clients (email & phone)
 - b. Industry leading SLA's/SLO's based off SOW
 - i. Call handling
 - ii. Speed of Answer
 - iii. Call Abandonment
 - iv. Incident/Engagement resolution
 - c. Perform Network, Security Event Monitoring and Support
 - d. Perform Settlement assistance, transaction inquiry assistance and investigations.
 - e. Perform and provide remote triage and resolution support to onsite banking personnel.
2. Account Support
 - a. Voice of the Account into the MS organization.
 - b. Support MS Monthly Metric reporting.
 - c. Analyzing MS reporting data and make recommendations to improve ATM functionality and stability.
 - d. Train clients on MS portals, reporting tools and dash boards, as well provide customized training manuals.
 - e. Train internal Diebold Nixdorf account team members on reporting tools and dash boards
 - f. When required participate in Weekly/Monthly client meetings to support account initiatives as they pertain to MS delivery
3. Communication
 - a. Act as escalation point for internal and external contacts, support groups and vendors for MS Implementations and MS service delivery technical issues to expedite problem resolution
 - b. Draft, review provide notifications to account team when changes or impact of MS service delivery may be experienced.
 - c. Interface with major account and stakeholders during client engagement when MS involvement is required.
 - d. Manage internal and external expectations, escalations for all Managed Services delivery problems and major incidents
4. Incident Management
 - a. Facilitate troubleshooting & issue resolution of unexplained or repeated problems with MS subscribed ATMs or service
 - b. Liaise with MS – Incident/Problem management team to drive stability and improvements
 - c. Work with all third-party service providers to resolve questions & disputes surrounding MS connectivity and delivery
 - d. Manage and facilitate conference calls to address and resolve a variety of issues.
 - e. Accountable for the delivery of Root Cause Analysis and problem resolution within given target duration to Diebold Nixdorf Mgmt. team

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5. MS Delivery
 - a. Interface with MS service delivery Support Teams
 - b. Contact & support for Add, Move and Changes when MS services affected.
 - c. Review and analyze MS connectivity reporting and triage issues.
 - d. Support MSOC as 3rd Level Support.
 - e. Review and complete client/account requests (i.e. Security accesses, screen changes, consumables & etc.)
 - f. Effectively and efficiently coordinate and communicate with internal and external facing contacts/support teams from issue initiation to crisis resolution. I.E: Identify symptoms, impacts, cause, possible work around and or resolution)