



Market factors are pressing financial organizations from all sides: low interest rates, complex regulations, new players in the market, changing consumer expectations and much more. Optimizing and transforming your self-service channel for this new reality is critical to continued success. DN AllConnect Managed Services shifts the burden of implementing and managing your fleet to a trusted partner, removing redundancies and making end-to-end management of your systems and software more efficient and profitable.

#### AVAILABLE

- 24 hours a day, seven days a week
- Up to 99% availability
- Data-driven service delivery
- Predictive maintenance capabilities

#### EFFICIENT

- Proactive monitoring of events
- Optimized cash operations
- Secure and compliant network

#### OPERATIONALLY DRIVEN

- Offers real-time notification
- Accurately and rapidly analyzes activity
- Unifies vision across the enterprise

When you partner with Diebold Nixdorf, you're gaining access to a world-leading end-to-end portfolio of solutions that can be tailored to meet your organization's unique needs.

**DN ALLCONNECT MANAGED SERVICES INCLUDES THE FOLLOWING SOLUTIONS:**

**Monitoring & Event Management**

Monitoring & Event Management delivers automated, event-driven supervision of the self-service channel around the clock. Automated diagnostic tools trigger remote resolutions, often before there is a negative impact to the customer experience, and availability reporting provides complete network transparency.

**Integrated Service Desk**

Consolidating your self-service channel management to a single point of contact (SPOC) improves uptime, speeds up remote diagnostics and incident resolution, and optimizes the use of on-site resources. Our global central knowledge database and native-speaking, specialized support staff ensure fast, appropriate responses to every challenge.

**Software Deployment Management**

Software Deployment Management offers an integrated approach to managing the complete software stack, from design-driven development to active maintenance throughout the lifecycle. Benefit from patch management, software packaging and operational readiness testing, rollout scheduling, piloting, remote deployment, requirements management, release planning and more.

**Cash Management**

Balancing the right mix of cash availability with the costs of cash-cycle management is not as easy as it sounds. End-to-end Cash Management Services offer you strategies and solutions to ensure your organization avoids cash outages and optimizes efficiencies. A solution is tailored to your specific needs and challenges to consolidate your cash planning needs and potentially manage the entire cash supply chain, driving synergies that minimize costs.

**Security Management**

Our Security Management Services offer a multi-layered, holistic approach to network security, detecting physical and logical attacks in real time and maintaining compliance to the most current industry standards. Benefit from intrusion detection and protection, whitelisting, anti-skimming solutions, malware detection, encrypted PIN pad serial number tracking and retrieval and more to protect your most important asset: your consumers' personal transaction data.

**Marketing Management**

Properly maximizing the marketing potential of your ATM network increases the value of the entire self-service channel, and enables more and deeper connections to consumers while they're in a banking mindset. Marketing Management offers tools that are compatible with existing CRM systems and enable consumer segmentation, personalized campaigns, interactive sales campaigns and detailed campaign statistics.

**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 combined with data intelligence, we maximize availability and performance of your self-service channel while ensuring always-on compliance and security. 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.

