

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 patches and software upgrades. Diebold Nixdorf's Software Deployment Services shifts the burden of implementing and managing the fleet to a trusted partner and 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 Deployment Services

Software Deployment Services provide an integrated approach to managing the self-service fleet software stack, from implementation 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, endpoint protection reporting 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 DEPLOYMENT SERVICES CONTAINS THE FOLLOWING ELEMENTS:

Software Deployment Services provides comprehensive software maintenance— with none of the worry. Boosting reliability, it features OS patch management for remote deployment of all Microsoft®-issued security patches applicable to the ATM environment as well as any Diebold Nixdorf software. Essentially an investment in functionality, as it optimizes software performance, while working as a behind-the-scenes partner to enable advanced security and uninterrupted service.

Software Deployment Services manages a fleet’s desired state, checking every night to make sure each ATM has the right image with the most recent patches. When the desired state is out of sync, Diebold Nixdorf remotely detects, repairs, installs and updates the managed policy.

WHY DN ALLCONNECT SERVICES?

Diebold Nixdorf AllConnect ServicesSM 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.

