

An Outsourced ATM Fleet and Fully-Managed Services Elevate Customer Experience, Cost Savings and Efficiency

When Sparkasse Hannover outsourced a self-service fleet of more than 450 devices to Diebold Nixdorf, the bank's objectives were to elevate ATM reliability, improve life-cycle management, simplify software updates and scale resources and capacity on-demand. Ultimately, these efforts will future-proof the bank's ATM investment and functionality. The results? Improved customer experience and an overall availability of 99%, with a cost reduction of 30% to 40%. Now, customers are at the heart of Sparkasse Hannover's omnichannel strategy, and they have the flexibility to decide when and how to bank.

Overview

Sparkasse Hannover

Germany

€16.5 billion in assets

Approximately 1,700 employees

#6 out of 372 German savings banks

Approximately 100 locations

450+ Devices



CHALLENGES

- Enhance self-service availability and reliability
- Simplify deployment of software updates
- Improve lifecycle management & future-proof ATM devices
- Track and meet new national and international regulatory requirements

SOLUTIONS

- Purpose-built IoT-connected DN Series™
- Total Implementation Services
- 1st Line & 2nd Line Maintenance Services powered by DN AllConnectSM Data Engine
- Full support services incl. Monitoring & Event Mgmt., Integrated Service Desk + Inventory Mgmt.
- Software Lifecycle Management

IMPACT

- An elevated customer experience with device ability of more than 99%
- Freed up staff resources while reducing costs by 30% to 40%
- Reduction of number of incidents and faster resolution
- Seamless software patches deployment
- Increased security and always-on compliance
- Increased efficiency of fleet lifecycle management

"I can say that our close partnership with Diebold Nixdorf has resulted in cost savings of 30-40%. The tasks that were previously handled by a team of 4-5 colleagues are now done by one part-time employee so to speak."

- Kerstin Berghoff-Ising, Member of the Management Board, Sparkasse Hannover

OUTSOURCING THE FLEET DRIVES DOWN COSTS

Outsourcing the entire self-service fleet to Diebold Nixdorf allows Sparkasse Hannover to ensure they have the latest technology on-site. We have not only taken over standard implementation services and life-cycle management of 450 devices, but also oversee the equipment landscape on-site and determine which technology is needed in the branch environment. Because the equipment fleet is now always on the cutting-edge of technology, operations costs have been reduced by 30% to 40%.

DEVICE CONVERSION AND USE OF DN SERIES ELEVATE EFFICIENCY AND AVAILABILITY

Sparkasse Hannover accelerated the deployment of cost-efficient cash recyclers and replaced older devices with energy-efficient models with a smaller footprint. The bank is gradually converting to DN Series™. Already, the bank is benefitting from improved functionality and is positioned to future-proof its ATM investment.

“We have already deployed several DN Series devices in our branch environment. We appreciate the modern design as well as recycling functionalities with the corresponding capacities.”

- Patrick Schlicke, IT and Service Provider Manager, Sparkasse Hannover

The main advantage of device conversion is an elevated customer experience. The top recycling systems within the Sparkasse network move each more than one million banknotes per year. Despite this, the availability of the systems has increased to more than 99%. Greater availability improves the user experience, which boosts customer satisfaction and allows for more transactions at the ATMs. As a result, Sparkasse Hannover is generating more sales with fewer interruptions for branch staff.



MANAGED SERVICES ARE KEY TO INCREASED EFFICIENCIES AND LOWER TCO

Operating self-service devices is no longer a core task for Germany's sixth largest savings bank. The comprehensive managed services agreement for self-service devices includes: 1) first- and second-line maintenance services; 2) full support services including monitoring and event management, integrated service desk and inventory management; and 3) end-to-end software lifecycle management.

Inventory management services give Sparkasse Hannover a precise understanding of new regulatory requirements and a seamless process to ensure always-on compliance so the bank will pass all audits. The services also allow for a 100% accurate, 360-degree view of every device component and configuration, including hardware fitted, amount of memory available, firmware versions for every device component, software versions, patches installed and much more. Deployment of software updates across a fleet made of various device types, purchased at different times, with stacks and configurations, is also much simpler.

“The overall availability of our self-service devices is over 99%. Outsourcing the entire self-service fleet to Diebold Nixdorf means effective service processes have been created to maintain this overall availability. Proactive maintenance and automated, remote incident resolution also contribute to this high ratio.”

- Patrick Schlicke, IT and Service Provider Manager, Sparkasse Hannover

WITH DN ALLCONNECT DATA ENGINE INCIDENTS ARE FIXED FASTER - FIRST TIME, EVERY TIME

Sparkasse Hannover ATMs are connected to DN AllConnectSM Data Engine, which continuously aggregates and analyzes technical data via cloud computing, machine learning and artificial intelligence. This significantly boosts fleet performance. When an incident is reported, the system identifies the root cause and necessary repair. It also provides information related to the experience and tools a technician will need, along with estimated repair time. It's the right tech, right part, right time, right fix approach that results in a high first-time fix rate and reduced involvement of branch staff and third-party service providers.

A CUSTOMER-CENTRIC SOLUTION

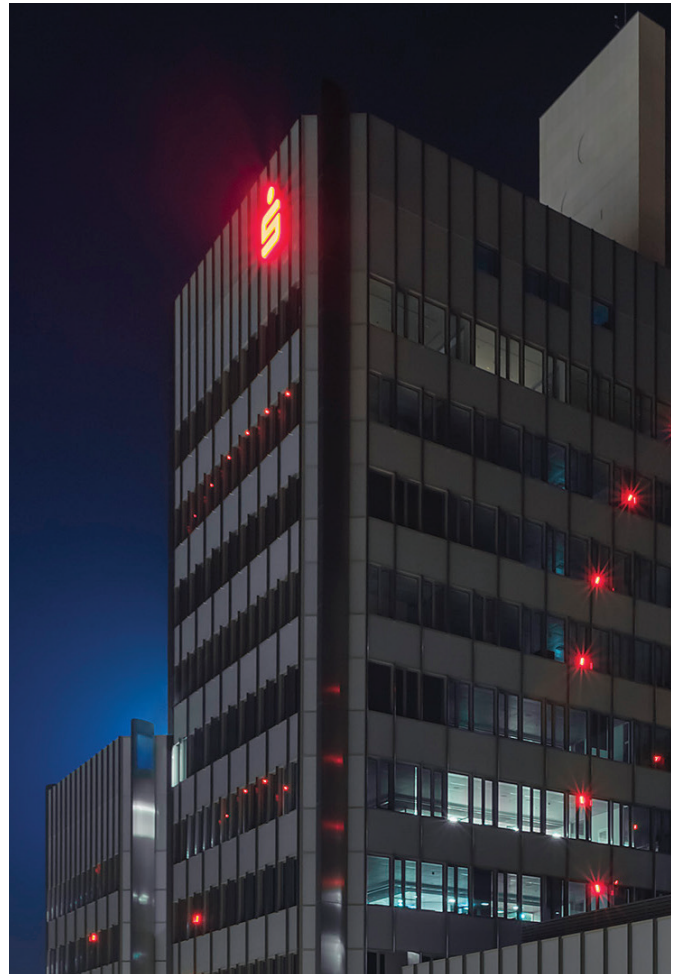
With the experience and knowledge of Diebold Nixdorf support desk agents, Sparkasse Hannover's branch staff has now more time to focus on customer service. Our Integrated Service Desk ensures that as many incidents as possible are managed and resolved remotely and quickly any day, at any time and with minimal interruption.

"Service processes have been optimized and standardized. Whenever possible, incidents are managed remotely to resolve issues in the quickest way. Diebold Nixdorf now acts as our single point of contact. This saves us a lot of time in our daily business."

- Patrick Schlicke, IT and Service Provider Manager, Sparkasse Hannover

A FUTURE-PROOF PARTNERSHIP

The close partnership between Sparkasse Hannover and Diebold Nixdorf shows how outstanding results can be achieved by working closely together over years and continuously improving service processes and capabilities. Kerstin Berghoff-Ising, Member of the Management Board, Sparkasse Hannover says: *"We believe that our partnership with Diebold Nixdorf has been the foundation to offering a superior experience to our customers via our self-service channel and establishing a new standard; but we are also aware that customers' needs keep evolving and trust that the partnership will ensure we keep meeting our customers' expectations in the future."*



"We no longer have to worry about day-to-day ATM management. Diebold Nixdorf manages and operates the self-service IT for us and ensures that our devices are available 99% of the time for our customers—24/7 every day."

- Kerstin Berghoff-Ising, Member of the Management Board, Sparkasse Hannover