

MANAGED SERVICES
SELF-SERVICE FLEET MANAGEMENT
SECURITY AND COMPLIANCE SERVICES

DIEBOLD
NIXDORF

SECURITY AND COMPLIANCE SERVICES

Attacks against self-service devices are becoming more common and more sophisticated. ATM software that can capture card-holder data or cause the machines to dispense unauthorized cash are coming under attack, costing some institutions seven-figure losses. These threats have placed the self-service channel under increased scrutiny from both internal audit departments and regulatory agencies.

Keeping up with evolving threats can be a daunting task, and many financial institutions lack the time, resources or knowledge necessary to ensure their self-service fleet is secure. While security personnel are often well-equipped to deal with internal systems, they may struggle with the complexities of the self-service fleet. Even those institutions that do have the proper in-house resources find it challenging to keep up with the constant flow and testing of monthly security updates and software upgrades for ATMs. The answer to these challenges is to turn to an experienced Managed Services provider that can support this critical aspect of your business, now and in the future.

Diebold Nixdorf's Security and Compliance Services protect financial institutions from security threats in the self-service channel and meets the ATM requirements set by the Payment Card Industry Data Security Standards Council (PCI DSS). Security and Compliance offers valuable multilayered protection and real-time information to better understand the security of your self-service fleet while providing documentation needed for ATM security audits.

Security & Compliance services cast a broad net of protection across the self-service fleet. It includes Essential Self-Service Security and Critical Self-Service Security.

ESSENTIAL SELF-SERVICE SECURITY

- Hardened (Microsoft Windows) Operating System (PA-DSS certified) protects the self-service device from unauthorized software installation.
- Managed Firewall protects the self-service device from unauthorized network access and prevents unapproved traffic from reaching or leaving the self-service device.
- Network Based Intrusion Detection and Intrusion Prevention Systems prevent, detect and alert financial institutions about network-based attacks against self-service devices.
- USB Whitelisting allows devices to operate normally while preventing unapproved USB devices such as memory sticks from loading unapproved software on the self-service device.
- Advanced Anti-Virus and Anti-Malware uses signatures to positively identify and protect the self-service devices from known malicious software.
- Software Lifecycle Management performs daily checks to ensure software updates to Microsoft Windows, XFS, third-party software and your terminal software are in place.
- Skimming Monitoring & Detection detects devices designed to capture card-holder data.
- Encrypted PIN Pad Inventory keeps an accurate record of the EPP configuration data for audits.
- 24/7 Monitoring of ATM Security Events ensures always-on detection and prevention of events.
- Managed Services Operation Center Representatives assist with troubleshooting and reporting.
- Log File Storage sends all logs from our self-service security agents back to Diebold Nixdorf's Security Information & Event Management (SIEM) for analysis and log-file storage for 12 months, per PCI requirements.

CRITICAL SELF-SERVICE SECURITY

- Application Sandboxing establishes a ruleset that defines what is allowed to be performed and when it can be, setting an acceptable behavioral pattern and by which user or application or process.
- Hard Drive Encryption allows Diebold Nixdorf to remotely check hard drives for integrity and remotely encrypt them using our Managed Services Delivery Platform.
- Access Control allows customers to start with the base Windows operating system hardening from Essential Self-Service Security and then progress further into customizations to reduce the attack surface for potential attackers.

WHY SHOULD DIEBOLD NIXDORF BE YOUR PREFERRED SERVICE PROVIDER?

WE PROVIDE SIGNIFICANT ADVANTAGES - AND CONTINUITY - TO OUR CUSTOMERS.

With more than 150 years of experience, Diebold Nixdorf is an industry-leading provider of services that ensure the optimal performance of self-service networks, branch and IT environments for the financial and retail industries. Always on! Our global service delivery operation provides highly qualified and advanced services both locally and globally around the clock. This allows a broader portfolio coverage ranging from basic IT services to comprehensive business process support. Organizations around the world rely on us to keep their self-service and sales operations technology available, efficient, convenient, secure and compliant.

SECURE YOUR SELF-SERVICE NETWORK WITH BEST-IN-CLASS SERVICES
CONTACT YOUR DIEBOLD NIXDORF REPRESENTATIVE TODAY