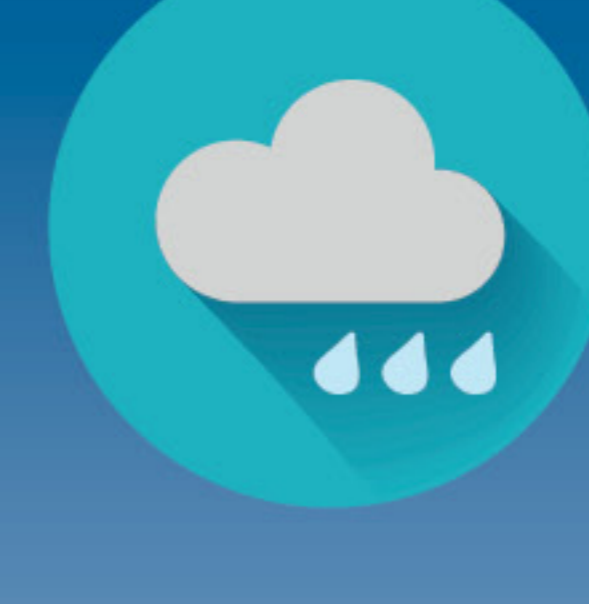


# ATM Monitoring: the Good, the Bad & the Ugly

It's 5 p.m. on a Saturday. Do you know if your ATM network is up and running?

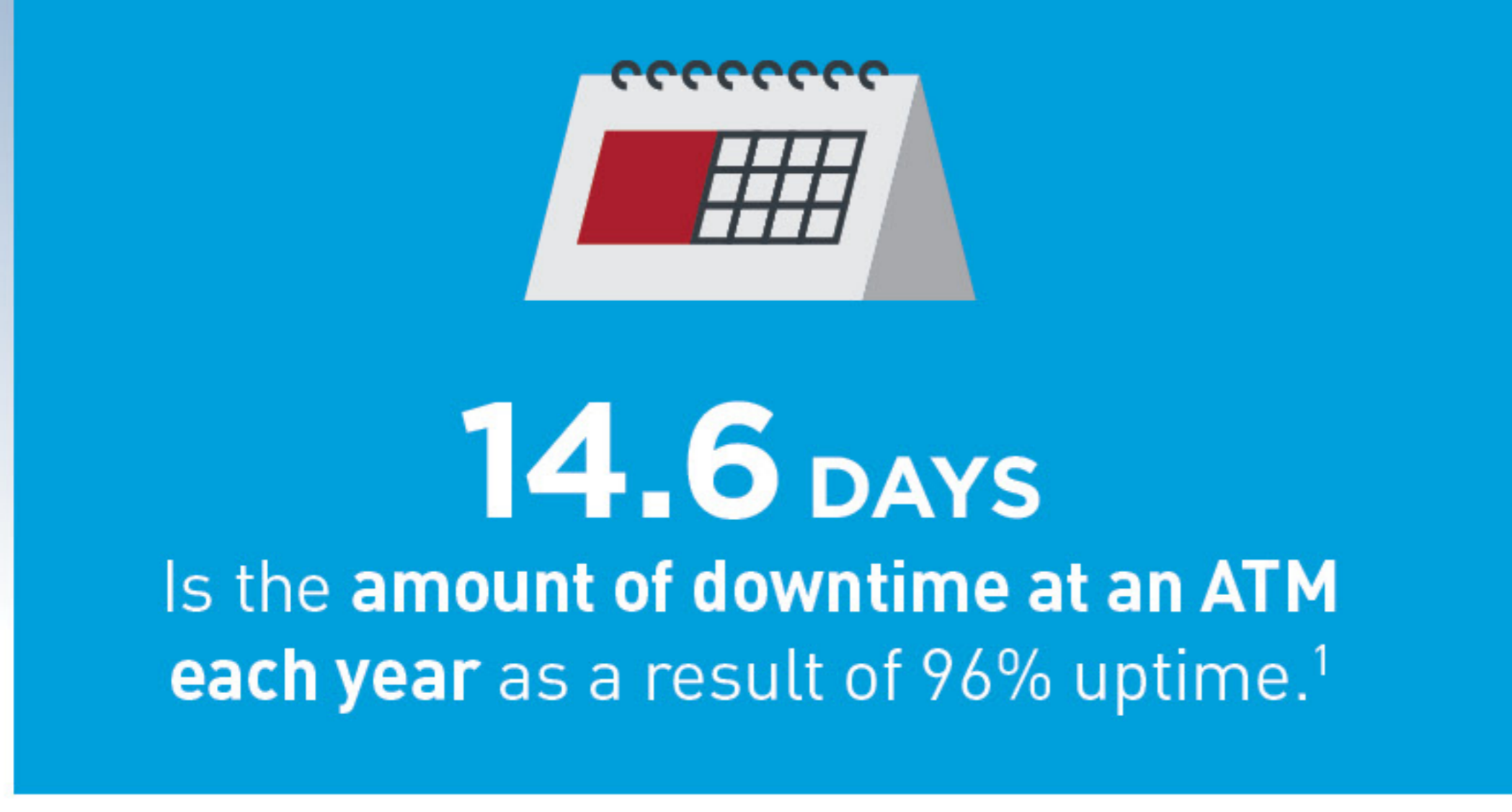
Without the proper monitoring tools, you could be missing a lot of information about the health of your self-service devices. Take a peek at the current landscape, and find out how you can manage your self-service ecosystem end-to-end and enhance your brand's integrity.

## The Bad



From a customer experience (CX) perspective, there's nothing worse than arriving at an ATM only to find it's out of service. It's a bad situation—and one that may be exacerbated by poor processes, technology and service.

Did you know ...



Financial institutions must keep pace with updates, compliance and aging technology. In a recent study, bankers said their biggest ATM pain points were ...

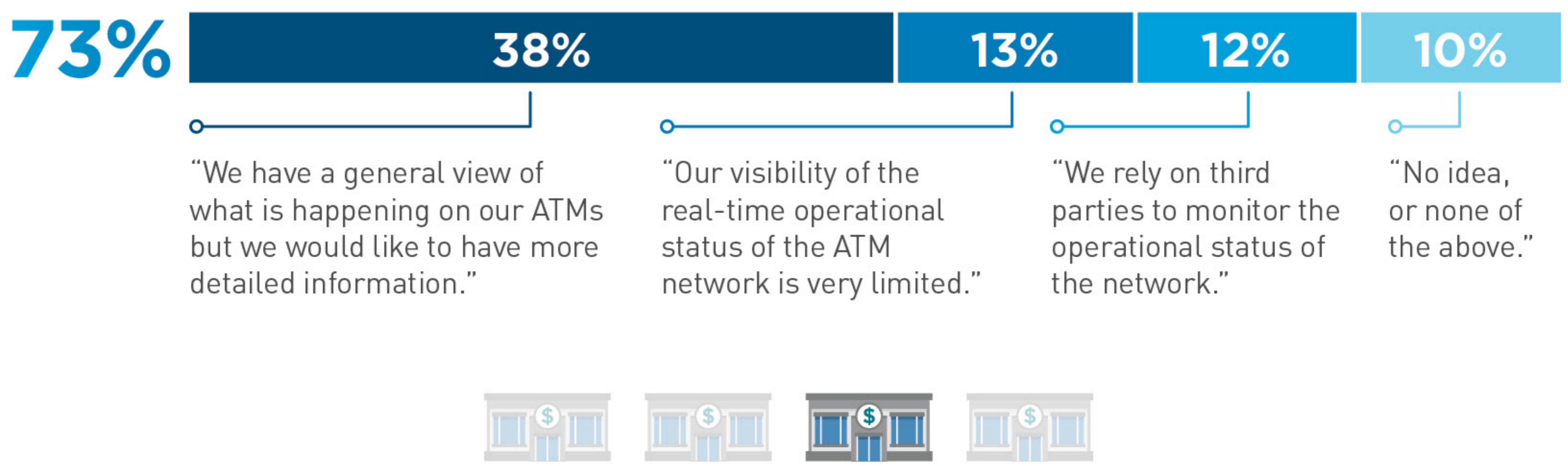
- #1 Cost Management
- #2 Availability & Reliability



And nearly **3 out of 4 FIs** say ...  
ATMs will increase in importance by 2020.<sup>3</sup>

But

When it comes to remotely managing their ATMs, 73% don't have full visibility:



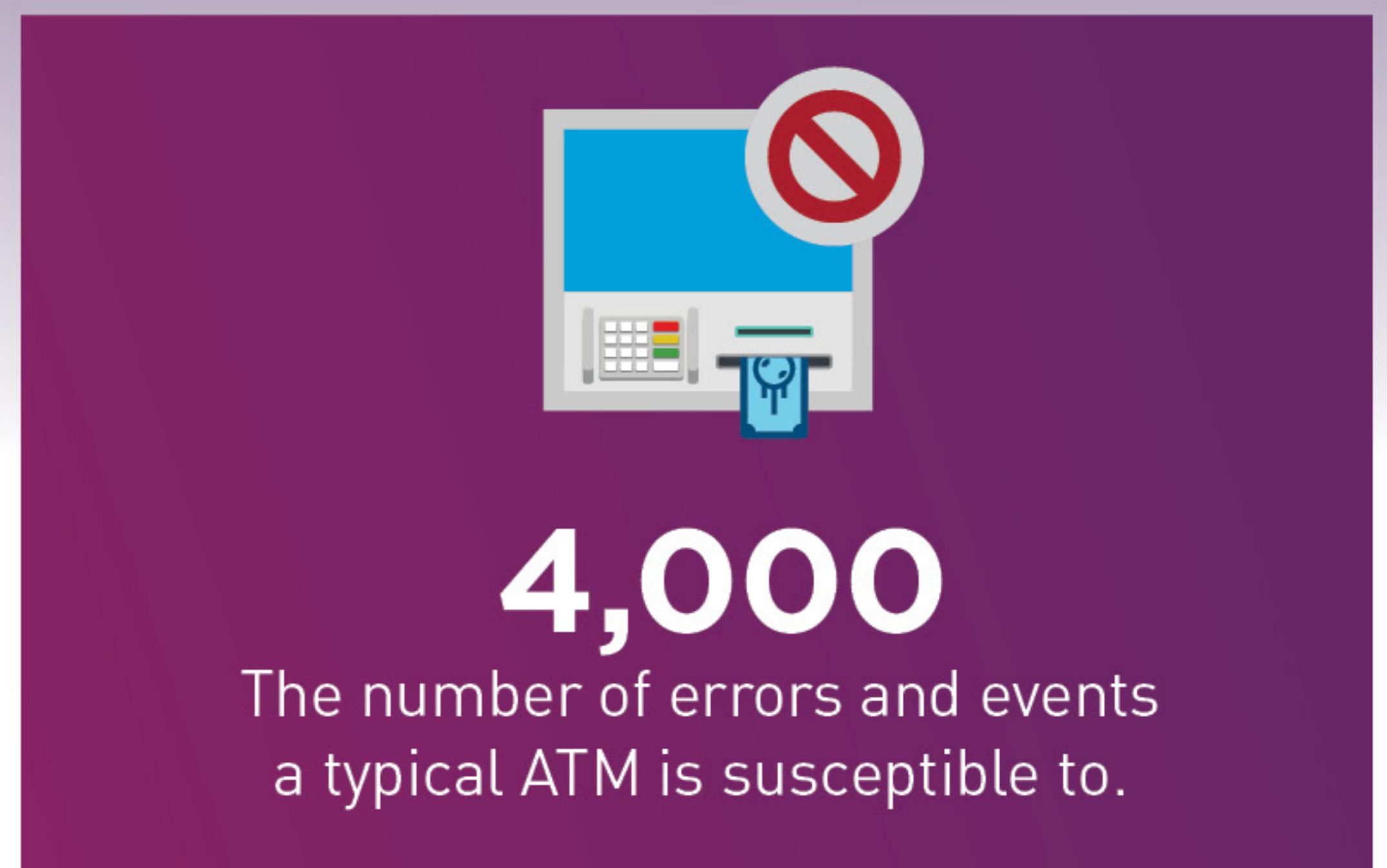
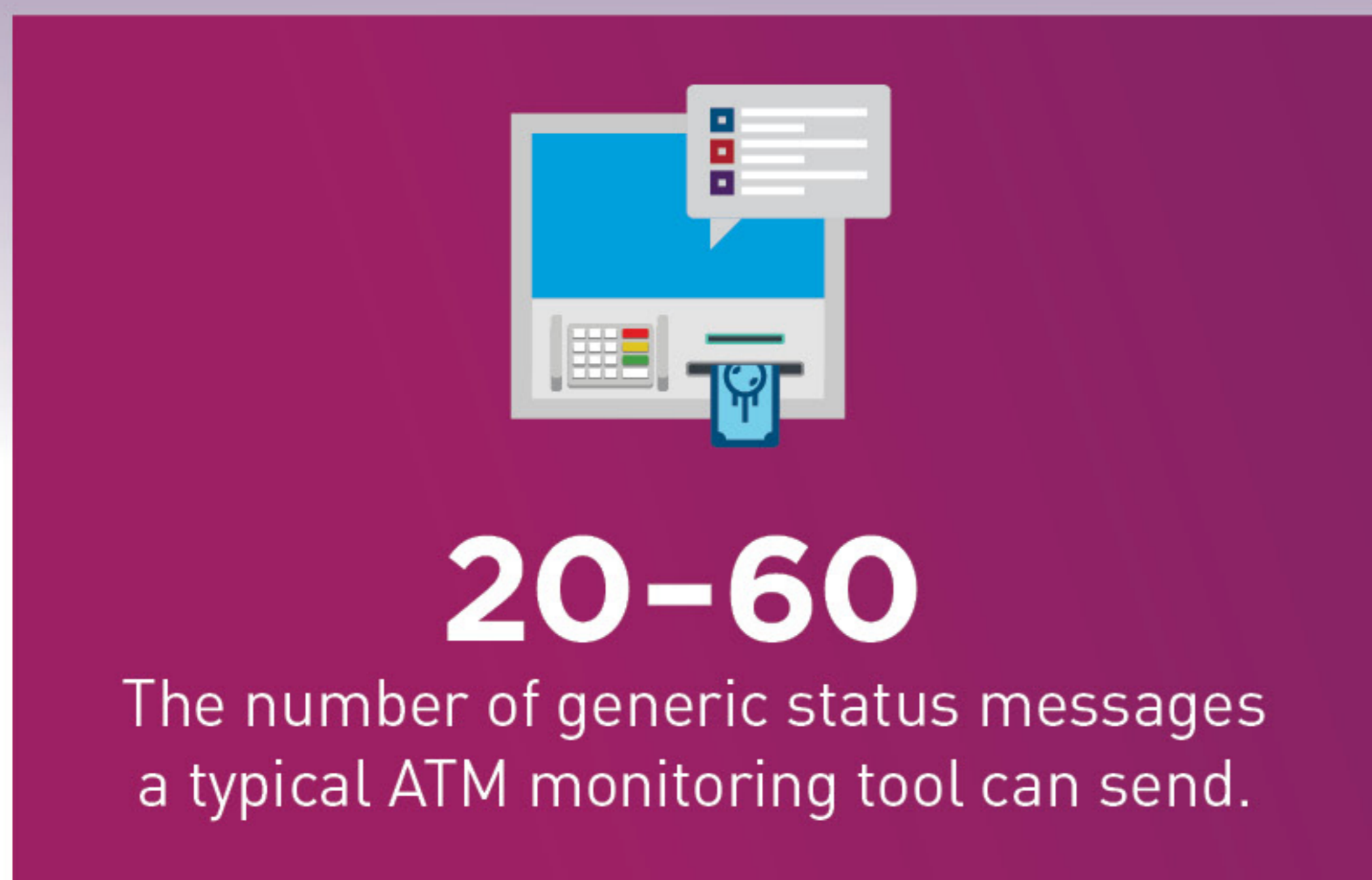
Only **one in four banks** says they do a "good or very good job" of remotely managing their ATM network.

## The Ugly



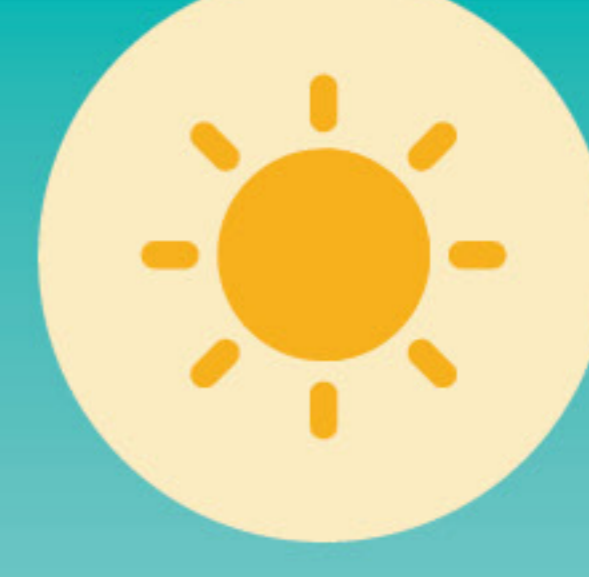
The ugly truth is, banks often don't have the level of insight they need to properly identify and address ATM issues. It's nearly impossible to get an ATM network over 98% availability if you're not automating processes and fixes, and you'll never get costs down if you're manually trying to figure out what's gone wrong.

**Did you know** standard ATM monitoring tools only reveal a tiny fraction of the potential faults that can occur?



So how can you turn an ugly situation into a delightful one?

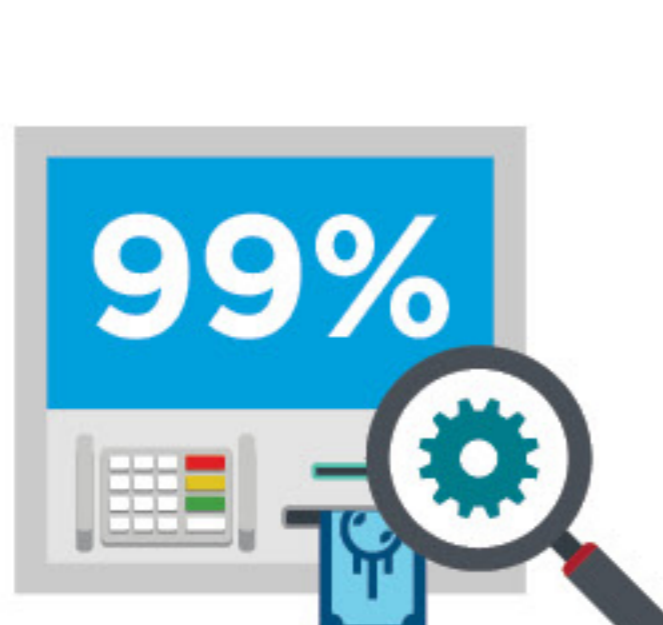
## The Good



Diebold Nixdorf's world-leading software solutions and experts can give you unsurpassed visibility to make more strategic decisions and fix issues before they become a problem.



We have the **industry's best multi-vendor, multi-device monitoring software**, so you can extend monitoring coverage to statement printers, POS systems, kiosks and more.



Software issues that can be addressed without a local visit.



Issues that the monitoring tool can resolve automatically, with no human intervention.

### Key Benefits

- Incident management is automated
- Ticketing is streamlined and prioritized
- Status updates happen in near real time
- Diagnoses are far more precise
- Incidents are resolved more quickly and satisfactorily
- Potential errors are identified and flagged

**350,000**

The number of devices globally that receive the world's most comprehensive monitoring services.



Monitor your devices how, when and where you want, to deliver your consumers the most available network.

To learn more, visit [DieboldNixdorf.com](http://DieboldNixdorf.com)

<sup>1</sup> [http://www.diebold.com/-/media/diebold/diebold-asset-library/diebold\\_optviewremote\\_productcard\\_v201501.pdf](http://www.diebold.com/-/media/diebold/diebold-asset-library/diebold_optviewremote_productcard_v201501.pdf)  
<sup>2</sup> <http://www.atmmarketplace.com/whitepapers/an-atm-down-equals-money-lost/>  
<sup>3</sup> 2016 ATM and Self-Service Software Trends, ATM Marketplace