



CONTINUALLY TRANSFORM AND STREAMLINE OPERATIONS.

BRANCH LIFECYCLE MANAGEMENT POWERED BY DIEBOLD NIXDORF ALLCONNECTSM SERVICES

Digitalization of the financial industry is proceeding rapidly. Simultaneously, falling profit margins are putting pressure on branch network operations. Financial institutions are challenged with the overwhelming task of transforming branches to drive efficiencies and operate at lower costs, while somehow maintaining and even nurturing consumer relationships. Branch Lifecycle Management, powered by Diebold Nixdorf AllConnect Services, provides a holistic, end-to-end suite of services, software and systems solutions that are uniquely tailored to meet the needs of modern financial institutions.

ROBUST SUPPORT

- Centralized service desk
- Faster resolution time
- Multivendor service capabilities

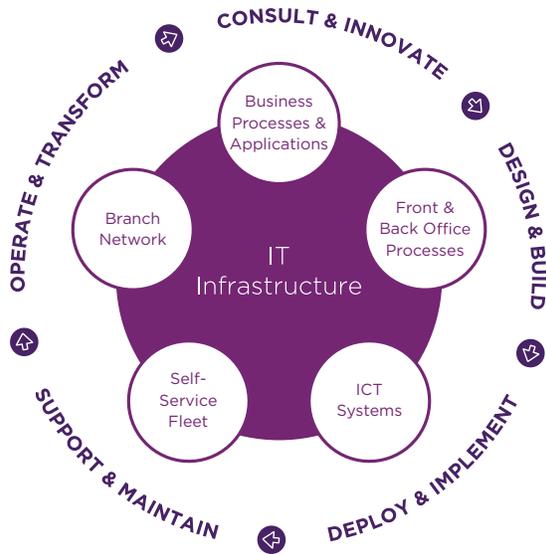
OPERATIONAL EXCELLENCE

- Optimized business processes
- Maintaining security and compliance
- Single point of contact

PROJECT MANAGEMENT

- Opening and closings
- Branch renewal projects
- Transformation programs

In the new digital era, human-to-human relationships are more critical than ever—in fact, they’re the only true differentiator your brand has to leverage. If your strategic goals include deepening consumer relationships and driving down costs, your organization can benefit from our Branch Lifecycle Management services. With Diebold Nixdorf behind the scenes, your brand can focus on putting its best face forward.



Branch Lifecycle Management covers the following services:

BRANCH SUPPORT

Manual monitoring and/or limited, intermittent help-desk support can cause huge problems for your branch network. Branch Support merges information from your self-service network and internal ICT (information and communications technology) systems into one central service desk — a single point of contact (SPOC) for all your questions. In addition to resolving incidents more quickly and efficiently, Branch Support provides on-site support and offers the ability to execute deployments, installations, moves, additions and changes. The service desk supports multi-vendor systems and software, monitors ICT systems, offers access to a world-leading knowledge database, provides remote resolution and manages additional suppliers.

BRANCH OPERATIONS

Is your ICT infrastructure getting too large or unwieldy to manage in-house? Branch Operations acts as a central point of responsibility to manage decentralized banking IT infrastructure, including central and branch server services, network services, workplace services, IT security services, end-user applications and branch applications. As a service integrator, we’ll partner with you to provide full branch ICT services, drive standardization and compliance, and manage your suppliers to ensure smooth IT-based business processes.

BRANCH PROJECTS

Branch openings and closing are massive undertakings. Don’t let your internal staff get bogged down with these major projects. Our Branch Projects team works with key members of your staff to manage openings, renewal and transformation projects (including redesigns, modernization or a complete overhaul), closings and dismantling. Experienced project experts devote their full attention to your organization’s needs, and implement standardized, industry-tested processes and solutions that meet your budget and timeline, every time.

WHY DIEBOLD NIXDORF?

Diebold Nixdorf AllConnect Services offers transformative commerce 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, passionate and technically perfect support workforce, we consistently deliver ultra-secure transactions and services with upwards of 99% uptime. From maintenance operations to business solutions to data-driven insights, only Diebold Nixdorf AllConnect delivers the expertise and innovation that help businesses thrive by identifying today’s efficiencies and tomorrow’s opportunities.

**YOUR TEAM.
POWERED BY OURS.
CONTACT YOUR
DIEBOLD NIXDORF
REPRESENTATIVE
TODAY.**