

# EXCEED THE DEMANDS OF AN ALWAYS-ON WORLD.



## MAINTENANCE & AVAILABILITY SERVICES POWERED BY DIEBOLD NIXDORF ALLCONNECT<sup>SM</sup> SERVICES

High availability across the entire self-service network is a critical component of delivering positive consumer experiences. Powered by Diebold Nixdorf AllConnect Services, our global service infrastructure keeps your assets, equipment and software systems running and up-to-date, regardless of manufacturer. Our focus on continuously improving and maintaining self-service fleet availability and performance means you can focus on continuously delighting your consumers.

### ENSURED AVAILABILITY

- Global team of dedicated service professionals
- 24/7, 365-days-a-year support
- Maximize uptime across your network
- Reduce costly interruptions

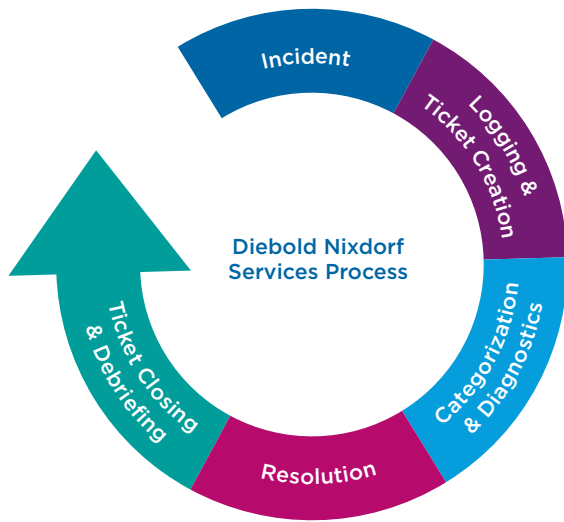
### OPTIMIZED PRODUCTIVITY

- You can rely on us
- Remain competitive in the marketplace
- Highest levels of accountability
- Ensure your focus remains on the consumer

### PROTECTED INVESTMENTS

- We know you don't invest lightly
- We are here to help you protect your assets
- Unparalleled end-to-end solutions
- Established branch investments

Your environment is always on, and so are we. Many different types of maintenance are required to keep your devices operating at full capacity. At Diebold Nixdorf, we have the resources, skills, knowledge and expertise to manage recovery, supportive and physical security services\*. We believe that servicing the entire branch environment is essential to maintaining optimal consumer connections, and we're committed to providing the highest levels of experience and knowledge to support all types of equipment.



**Maintenance & Availability includes the following services:**

**PRODUCT SUPPORT SERVICES**

Product Support Services focus on maintaining banking systems and components, and rapidly resolving occurring incidents — based on agreed service levels — through an on-site visit or remote services. Our First Line Maintenance, Second Line Maintenance, Preventive Maintenance and On-Demand Services are based on a standardized Incident Management process and delivered by our global delivery teams to assure rapid, high-quality service delivery.

**MULTIVENDOR SUPPORT**

Acting as an integrated service provider for your entire self-service fleet, Diebold Nixdorf AllConnect Services is a single point of contact (SPOC) for all your service requirements. We manage your entire device fleet, regardless of the manufacturer. With deep experience and a long history in multivendor services, we can support multivendor environments across branch systems to ensure that your entire fleet is maintained with the highest uptime and availability. Empowered by our global competence centers, we not only provide the best service for our own systems, we have the expertise to provide the same high level of service for products made by other manufacturers.

**PHYSICAL SECURITY SERVICES\***

Secure your environment with our Physical Security Services suite, which includes maintenance services, preventative services, on-call and emergency service solutions as well as lock-smithing services for your security products. With nationwide field technicians on call 24/7 in North America and Canada, we are your trusted partner for maintaining efficiency and availability for safes, vaults, pneumatic tubes (VATs) and safe-deposit boxes.

\* North America & Canada only

**WHY DIEBOLD NIXDORF?**

Diebold Nixdorf AllConnect<sup>SM</sup> 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.**