Diebold Nixdorf

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# Thriving in a Consumer-Centric Global Ecosystem

**Consumer expectations have evolved—has your organization kept up with the pace of change?**

In today's digital era, choosing the right partner is more critical than ever. Diebold Nixdorf is a strategic, collaborative end-to-end provider of services, software and hardware for the financial and retail industries. Take a look at how we're driving connected commerce, helping clients around the world meet the needs of the consumer-centric global ecosystem.

## As new headwinds reshape the landscape ...

FINTECH STARTUPS · MOBILE CONNECTIVITY · EMPOWERED CONSUMERS · ARTIFICIAL INTELLIGENCE · GLOBAL LOGISTICS COMPLEXITIES · EMERGING SECURITY THREATS · ALTERNATIVE PAYMENTS · BLOCKCHAIN

## Businesses are facing some pretty existential questions:

- What will our organization look like in 10 years?
- How can we adapt our business model to stay relevant in the digital world?
- How can we deepen our connections with consumers?
- How can we transform to meet new consumer expectations?

## It's a new world, but some things haven't changed:

**85%** of global consumer transactions are **conducted in cash**.[1]

**78%** of consumers identified **knowledgeable sales associates as the most important factor** in their in-store experience.[2]

- **9%** of consumers want to bank **exclusively at a branch**
- **11%** want to bank **exclusively through digital channels**
- **25%** want an **equal balance**
- **55%** have preferences that are **neither exclusively digital or personal**.[3]

## What has changed?

**28%**
**Mobile technology is rated the #1 trend** that will have the greatest impact on the global ATM industry over the next five years.[4]

**200 BILLION**
Intel predicts the world will have 200 billion **"IoT" devices** by 2020.[5]

**71%**
of consumers around the world have **used their mobile to conduct retail activity** in the last 30 days.[6]

## At Diebold Nixdorf, We Help Organizations **Stay Ahead of the Curve.**

**We're a partner to 90** of the world's **top 100 financial institutions**.

**75 million people** interact with Diebold Nixdorf technology **every day**.

We've implemented **more than 1 million retail POS solutions** in **over 90 countries**.

**1 out of 3 ATMs** around the globe is a **Diebold Nixdorf terminal**.[7]

Our self-checkout solutions **save customers nearly 300 million hours each year**.

We have a relentless focus on **customer satisfaction and retention,** with a collaborative approach to innovation.

## Our solutions architecture focuses on three main pillars:

## 1. The Brightest Minds

Your consumers expect self-service terminals that function 24/7. You want to simplify processes and take the pain points out of running your business. We provide the manpower and expertise that comes from operating, expanding and evolving for more than 150 years.

**23,000 EMPLOYEES**

**~15,000** trained and certified service professionals

**>1,900** software experts

**130+ COUNTRIES**

**25+ LANGUAGES** supported through helpdesk

We built the financial industry's **First Nationwide Service Division.**

## 2. Technology & Innovation

Future success will be driven by the ability to connect the dots between the physical and digital worlds. We're the world leaders in enabling connected commerce, with an industry-leading portfolio of innovative technology designed to help you meet your consumers where they are today, and where they want to be in the future.

**3,000+ PATENTS**

**$156 MILLION** for Research & Development (R&D)

We have deployed nearly **200,000** CASH RECYCLING AND AUTOMATED DEPOSIT ATMS **AROUND THE GLOBE**.[8]

**#1 INDUSTRY FIRSTS**

- First to develop tear gas defense
- First voice recognition ATM
- Green, flexible powered ATM
- Antimicrobial ATM screen
- ATM integrated w/mobile
- Circular vault doors to protect against prying
- First to introduce drive-up banking
- First iris recognition ATM
- Long-edge secure card reader
- Stateless, FIT Client ATM

## 3. Business Transformation

As new channels emerge and consumer preferences change, omnichannel enablement and global supply chain logistics become more important than ever. We have the international infrastructure and local resources to help you manage, service and evolve your entire multi-vendor self-service network, your global cash cycle and your branch and store networks around the world. We understand the value of a process created through experience and evolved through continuous improvement.

**>99%** spare part availability

**>10 MILLION** service calls are resolved each year

**1.6 MILLION** card transactions per day

**150,000+** self-service systems are provided with remote services

**350,000+** devices are monitored worldwide (including 80,000 POS)[9]

**275+ MILLION** million consumer retail transactions each day

**>20,000** Multi-vendor ATMs and self-service terminals under Diebold Nixdorf Managed Service contracts.

**We joined forces with Kony, the world's largest mobility provider focused on cross-platform, cloud-based enterprise solutions, to drive seamless connectivity across every channel.**

## Awards

- Global leader in ATM software deployments
- Gold Award for Innovation from ATMIA, for trailblazing leadership in mobile-based cardless ATM transactions
- Red Dot Design Award for EASY Smart Pay and EASY eXpress self-checkout systems
- PwC Global 100 Software Leaders list
- Ranked sixth on the 2017 Financial Technology 50 Rankings, rising from 10th position in 2016
- Frost & Sullivan Global Self-Checkout Systems Excellence Leadership Award

**In a world that's changing faster by the minute, our commitment to our customers has never wavered.**

Connected commerce is not a SKU. It's not a box. It's not sold by the pound. It's a seamless experience, enabled by organizations with the tools and the visibility to create an ideal, personalized journey for each individual consumer. Because we've all come far enough to know that cookie-cutter simply isn't going to cut it anymore. We understand the consumer-centric global ecosystem—and we're here to help you offer your consumers a better experience, through innovative solutions that fit your organization's unique priorities.

To learn more, **visit DieboldNixdorf.com**


[1] https://newsroom.mastercard.com/wp-content/uploads/2012/09/Cashless-Journey_WhitePaper_FINAL.pdf
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[4] ATM Future Trends 2017, ATM Marketplace
[5] https://www.visioncritical.com/internet-of-things-data/
[6] http://www.businessinsider.com/the-rise-of-the-mobile-shopping-complainant-one-another/#JEPFV
[7] RBR 2016, Global ATM market and forecasts 2021
[8] RBR 2016, Deposit Automation & Recycling
[9] Perdisco


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