

DIEBOLD NIXDORF PERSPECTIVE

ATM provides critical connection between FIs and consumers

By Julie Hogan, VP Global Banking Solutions, Diebold Nixdorf

Closing the blinds remotely, watching a package delivery through the doorbell cam, tracking activities via our smartwatches – these capabilities have become part of the new normal of our daily lives. And we've come to expect our financial institutions (FIs) and retailers to offer the same convenience through on-demand, digital-first services.

In early 2020, there was practically an overnight shift toward the ATM channel. Suddenly, it became the only physical gateway many FIs had. It helped overcome temporary branch closures, and it gave consumers a safer way to interact with their FIs while minimising health risks. Because so many consumers were looking for alternatives to entering the branch and physically interacting with staff, they embraced the migration from counter activities to the self-service channel.

The ATM is a frequently used touchpoint and plays a key role in consumer, business customer and bank staff journeys for both cash and non-cash transactions. Additionally, the modern ATM plays a significant role in the banking automation journey as a bridge between the physical and digital worlds.

To strengthen this bridge, Diebold Nixdorf believes that the banking industry in general and the ATM channel have a lot to gain from the continued proliferation of IoT technology.

Evolving the self-service channel for greater efficiencies and improved experience

Consumer demand, growth in the population of digital natives and older generations that are becoming more comfortable with digital channels are placing FIs under more pressure than ever. They must deliver speed, personalisation and instant satisfaction through online/mobile self-service channels. They must be 'always on'

in the most cost-effective manner. And they must allocate resources efficiently and be prepared to scale whenever needed.

New technology and new operating models provide the most effective, efficient and sustainable path to agility and scalability. That means that in this new world, FIs must let go of legacy systems and offer advanced transaction sets, such as pre-staged transactions that allow consumers to use self-service 'in the branch' or 'as the branch'.

In response, Diebold Nixdorf has broken away from the traditional, channel-centric approach to help FIs across the globe accelerate their digital/physical user experience and more efficiently manage their entire self-service operation.

Diebold Nixdorf solutions use APIs and cloud-native technology to create an open, standards-based platform to modernise FIs and create dynamic, connected banking journeys for today's digital-first, cloud-enabled environment. This approach allows for the seamless introduction of new capabilities, including a more open ecosystem for the partnerships that are integral to building new products, services or functionality.

Powered by DN AllConnectSM Data Engine, the Diebold Nixdorf services team streams and aggregates system data from a terminal's internal sensors to take faster, more informed actions that keep ATMs up and running at the highest levels of availability. The result is a targeted, proactive approach to ATM management that provides insights into system performance, cash inventory, recycling quotas and more.

Tens of thousands of devices are already leveraging this IoT capability today. Are you prepared for the IoT business transformation? ■

For more information on how we aim to leverage IoT, please visit [DieboldNixdorf.com](https://www.dieboldnixdorf.com)



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