

DIEBOLD NIXDORF PERSPECTIVE

Look after the health of your ATM fleet in a futuristic way

By Dominic Hasler, Diebold Nixdorf, Global VP & Head of Services Banking Portfolio

Today, the Internet of Things (IoT) and connectivity are the norm for consumers and businesses. Research from Strategy Analytics reveals that 38.6 billion devices will be connected globally by 2025 and 50 billion by 2030! My preferred connected device is my smartwatch. I am impressed with the number of health factors it tracks: sleep, blood pressure, body composition, body fat percentage and blood oxygen saturation. I am intrigued by the new generation of smartwatches; some detect sleep apnea, others allow users to take an ECG directly from their wrist with results and warning notifications available in an app. Wearable technologies are being repurposed or augmented to monitor health and help manage it.

Information services company GlobalData expects smartwatches will increasingly be used in healthcare in the next years, “driven by technology improvements and growing consumer adoption”. They say that we’re likely to start seeing data gathered by smartwatches being used for early diagnosis and remote patient monitoring. Could the future of medicine be that we all wear a smart device – one that constantly tracks our health and transmits data every day, perhaps in real-time, aggregated and analysed in the cloud? Such analyses could help identify patterns which indicate that an apparently healthy person could be facing a health concern and should see their doctor to prevent the development of something serious.

Health checks apply to more than just humans

ATMs are expected to be always on, constantly ready to process complex operations for years. A perfect understanding of their lifecycle is required to ensure ATMs stay healthy and to possibly trigger an intervention if signs indicate that they could be failing.

Today, Diebold Nixdorf is setting a new standard for self-service solution performance with our first-to-industry, proven solution DN AllConnectSM Data Engine, which leverages connections with

deployed devices across the globe. Diebold Nixdorf started the connected devices journey a decade ago, gathering IoT sensor data from live ATMs and incorporating insights and analyses into R&D in order to continuously improve ATM performance. That deep well of knowledge has transformed how we engineer our devices and design components, leading to increased performance and reliability. Now we’re going a step further: harnessing the power of DN AllConnect Data Engine as the core enabler for our Maintenance and Availability ServicesSM.

Harness the engine that drives visibility

DN AllConnect Data Engine processes data into actionable insights leveraging a unique combination of unmatched engineering experience and a global knowledge base. Technical data is continuously aggregated from devices across a broad range of use cases and geographies, and it is analysed using machine learning and AI. This enables us to build a precise, constantly refined understanding of every connected device and to generate personalised, actionable insights according to how each is performing.

DN AllConnect Data Engine brings the future to life in the present. We’re shifting our service model from reactive to predictive, such that a future breakdown of a device can be foreseen and fixed before it occurs. What’s the end game for financial institutions (FIs)? Simply, maximising the opportunity offered by their ATM channel. Consumers have embraced self-service in the digital world and are keen to replicate that seamless experience in the physical realm, a trend which has increased with the need for social distancing owing to the pandemic. Hence, the ATM channel has never been more strategic – it has become more vital than ever to manage customer transactions and engage with them. Driving higher device availability enables FIs to deliver against consumer desires and offer a superior experience. And a better performing ATM channel means a higher level of traffic, reduced customer attrition, more transactions, revenue and profitability. ■

[Learn more at DieboldNixdorf.com/AllConnect.](https://www.dieboldnixdorf.com/AllConnect)



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