



## With SKOOR to valuable insights

Diebold Nixdorf Germany has used SKOOR's dashboard solution to gain a comprehensive overview of more than 45,000 self-service systems - both cash and non-cash. Reporting forms the basis for planned updates and optimizations of the self-service fleet and enables a holistic view of the bank as a customer.

### Goals

Overview of the ATM fleet of Diebold-Nixdorf customers

Analyzing the inventory, deriving measures and planning capacities for future activities

### Scope

Consolidation and visualization of the data processed at Diebold Nixdorf - including basic information, performance data, transactions and sustainability indicators - for various internal user groups

### Benefits

Support and identification of sales activities

Starting point for a wide range of analyses, forecasts and sales activities

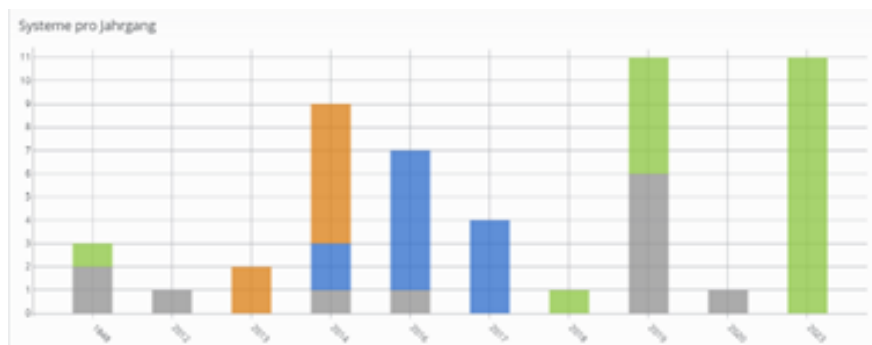
Strategic data basis for further projects



Around 1 400 financial institutions with almost 20,000 branches and over 50,000 ATMs: Germany is one of Europe's leaders in the branch and cash business. A large proportion of the ATMs are produced by Diebold Nixdorf. Germany is a very important market for the technology company, which specializes in the automation, digitalisation and transformation of processes in the banking and retail sector, explains Thomas Liebke, Principal Business Consultant at Diebold Nixdorf: «We generate a relevant share of our global sales in the German market and support technologically very complex systems. In contrast to other countries, where some banking service companies operate the infrastructure of the financial institutions, our account managers in Germany have direct customer relationships with all banks.»

### SKOOR brings light into the dark

As part of technology cycles, Diebold Nixdorf is also constantly faced with the challenge of updating its systems. During the planning phase, it often turns out that necessary system details such as the age of the machines, the software version or the responsible contact person at the bank are not up to date or that previously irrelevant parameters suddenly become highly relevant. «Our aim is to obtain a comprehensive overview of all systems, including the important details», explains Liebke. «This is the only way we can provide our customers with comprehensive and structured support.

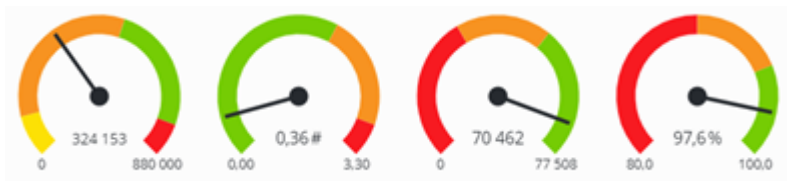


We need to know which material and which resources, such as service personnel, need to be scheduled. To do this, we ideally need information from system generations and locations, among other things. Because the more heterogeneous the picture in a region, the more complex the planning.» Together with the customer, it is also important to decide whether an update is still economical or whether a replacement investment in a newer model makes sense.

Account managers sometimes look after up to 100 banks. Diebold Nixdorf decided in favor of SKOOR's dashboard solution to make the collected data and new findings easily and clearly accessible to them. This was no coincidence, explains Liebke: «Our colleagues in Switzerland and Austria have been working with SKOOR for some time and have always had very good experiences. So the contacts had been made, the infrastructure and a lot of expertise were already in place. We just had to jump on the bandwagon», recalls Liebke. In addition, the data with SKOOR can not only be used internally but can also be easily made available as a service to financial institutions, i.e. Diebold Nixdorf's customers - another advantage of the Swiss dashboard solution.

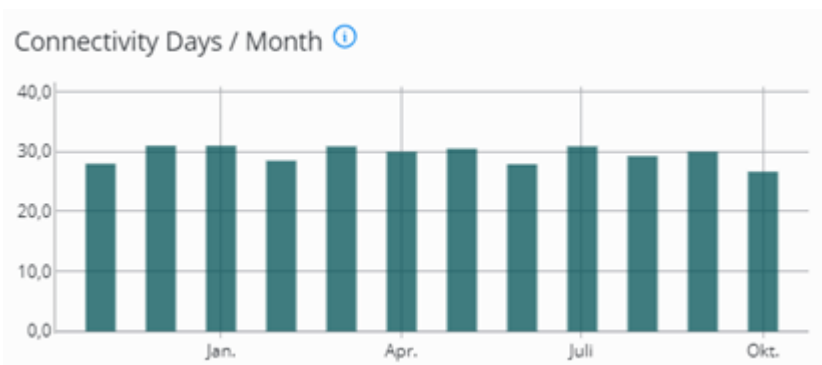
## Valuable preliminary work

Liebke confirms that the ambitious project got off to a successful start: »In the first step, we collated all the important basic information and the relevant KPIs for the vending machines.« As the project progressed, the analyses went into more and more detail and data was linked - initially independently - to form an overall picture with the customer at the center.



Liebke reveals that this has repeatedly revealed exciting findings. «For example, if an ATM is located in a rather confusing location, this can make customers feel uncomfortable and they are less likely to carry out transactions there - the machine performs worse. »However, the focus is not only on performance and efficiency, the topic of sustainability is also highlighted with the dashboards.« Information such as the power consumption of our ATMs or whether the service technician is travelling in an electric vehicle will be included in our carbon footprint», reveals Liebke.

Liebke emphasizes that Diebold Nixdorf has gained many valuable insights in less than a year, which is remarkable. «As we had decided for various reasons to leave the data management and processing to us, the SKOOR team was able to get started with the visualization immediately and provide us with the first dashboards in a very short time.» However, this would not have been possible without the good preparatory work of Liebke and his team, adds Martin Suter, Head Technology & Solution at SKOOR: «Thomas used to work in software development and understands how SKOOR works - so he knew exactly how to deliver the data.»



## Success that spreads

More than 60 users are now using SKOOR at Diebold Nixdorf Germany. «The feedback from our sales managers is very good. Before they set off for the customer, they can now see at a glance how the systems are performing and which measures are helping the financial institutions,» Liebke is pleased to report. It is essential that employees can always trust the KPI visualizations - Diebold Nixdorf can fully rely on SKOOR in this respect.

With the SKOOR application, the German market leader has created a stable basis for optimising its systems and also for new projects. Liebke and his team are convinced by the solution and have already presented the successful approach to other colleagues in the Group in Europe.

Diebold Nixdorf is a global leader in the implementation of «Connected Commerce» with a focus on the automation, digitalisation and design of daily user interactions in the banking and retail business. As an innovation partner to nearly all of the top 100 financial institutions and the majority of global retailers, Diebold Nixdorf's services and technologies support operational processes and enrich the customer experience. The company is represented in more than 100 countries with around 22,000 employees.



**Thomas Liebke**  
Principal Business Consultant  
Diebold Nixdorf Germany

With the SKOOR application, the German market leader has created a stable basis for optimising its systems and also for new projects. Liebke and his team are convinced by the solution and have already presented the successful approach to other colleagues in the Group in Europe.