

Diebold Nixdorf chooses SKOOR for KPI reporting of financial infrastructure

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With branches in more than 100 countries and over 21,000 employees, Diebold Nixdorf is one of the world's leading financial service providers in the implementation of "Connected Commerce". Following Diebold Nixdorf Austria and Switzerland, the German team has now also chosen the dashboard and reporting solution SKOOR to analyze and monitor its self-service machines.

Critical infrastructures require holistic solutions

Cash is still one of the most popular payment methods in Germany, which is underlined by the more than 51,000 ATMs¹. The majority of these machines are provided and managed by the financial service provider Diebold Nixdorf. A solid data basis is crucial for comprehensive internal reporting for sales. Detailed system data is not only important for maintenance, but also for planning resources and personnel as well as monitoring service level agreements (SLAs). A consolidated overview of the entire infrastructure of ATM's and services is essential for analyzing the fleet, deriving measures and planning capacities.

Automated KPI reporting for effective decision-making

The Swiss-made business software SKOOR provides a solid basis for managing, monitoring and optimizing the services and infrastructures of the German market leader. With the help of the KPI dashboard and reporting platform SKOOR, all relevant data at Diebold Nixdorf can be consolidated on a clear dashboard and visualized for various internal user groups.

Questions such as „**How often and in what form is a branch frequented when it comes to cash? What is the capacity utilization of the systems? Does an ATM have enough cash or does it need to be refilled? How long is a self-service machine out of service and why?**“ – can now be answered quickly and reliably thanks to a customized cockpit view of the most important key figures. SKOOR simplifies the creation and distribution of reports within the company and to relevant stakeholders, significantly reducing manual effort and increasing overall efficiency. This newly gained real-time insight enables Diebold Nixdorf to make informed decisions based on the most current information.

SKOOR – Transforming data into actionable insights

With the **DN CoreReport KPI dynamics** (by SKOOR), the German financial service provider now has an innovative basis for optimizing its customers' systems and implementing future projects. The successful implementation is just the beginning. Diebold Nixdorf and SKOOR are currently working together on the application of cutting-edge machine learning (ML) algorithms to predict unusual events in the network infrastructure. These predictions can then be used in the future to plan cash requirements more actively in order to avoid supply shortages and to use resources as efficiently as possible.

„Diebold Nixdorf is not only a leading global provider of networked financial services, but also a company that lives innovation with impressive consistency.

We are proud to be able to contribute to transparency and efficiency in the management of this complex infrastructure with SKOOR.

The collaboration is characterized by foresight, professionalism and a genuine pioneering spirit. A real example of a successful modern data strategy“

Martin Schneider
(Business Development Director, SKOOR)

„SKOOR gave us the opportunity to quickly and efficiently visualize our existing data and make it available to our team in a user-friendly way.

At SKOOR we found a very good technology with a flexible team from management to developer.“

Thomas Liebke
(Principal Business Consultant, Diebold Nixdorf)

¹ <https://de.statista.com/statistik/daten/studie/6703/umfrage/anzahl-der-geldautomaten-in-deutschland-seit-dem-jahr-1996/>

About SKOOR

Founded in 2001, SKOOR is a Swiss-based IT solution provider specializing in real-time KPI dashboards that fit in seamlessly with existing business intelligence ecosystems. For over two decades, SKOOR has empowered business and service managers with powerful, intuitive dashboards that offer end-to-end visibility into their operations.

SKOOR's modern Command Center delivers core business intelligence functions via real-time visualizations, machine-learning-assisted forecasting, role-specific KPI dashboards, and a fully automated intelligence layer that consolidates, validates, and harmonizes data from across your existing systems. With real-time insights into trends, risks, and optimization opportunities, decision-makers can detect issues early, improve efficiency, and manage performance proactively.

About Diebold Nixdorf

Diebold Nixdorf automates, digitizes and transforms the way people bank and shop. Its integrated solutions connect the digital and physical worlds securely, seamlessly and efficiently for millions of consumers. As an innovation partner to nearly all of the world's top 100 financial institutions and the majority of the top 25 global retailers, Diebold Nixdorf delivers world-class services and technologies that improve operations and enrich the customer experience. The company is represented in more than 100 countries with around 21,000 employees.

Further information can be found at www.DieboldNixdorf.com

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