Diebold Nixdorf
Success Story

„Many roads lead to Rome"

Is there enough cash in an ATM or does it need to be refilled? Is there still enough paper and ink available for printing receipts? Is a repair necessary? These and other questions are part of the everyday life of the financial services provider Diebold Nixdorf Austria, because it offers its customers (e.g. banks) so-called Managed Services Solutions. Among other things, Diebold Nixdorf manages and monitors self-service machines as part of the IT infrastructure and provides regular information about them. Recently, the company (which counts the majority of the top 100 financial institutions as its customers) started using the SKOOR software. This enables Diebold Nixdorf to report to its customers quickly and clearly.

Goals

Comprehensive monitoring of self-service machines, IT infrastructure and other managed services for customers

Time-saving reporting

Fast graphical evaluation of specific departmental requirements

Clear graphical presentation of evaluations
Program and develop SKOOR software in-house
→ Build up expertise

Scope

Training and consulting for the comprehensive use of SKOOR

Customized dashboards, created by Diebold Nixdorf Austria

Dashboards for internal reporting

Benefits

Monitoring service level agreements with customers for self-service machines and IT infrastructure

Ensuring service level agreements with suppliers (e.g. technical maintenance, provision of cash reserves)

Increased efficiency and time savings in internal and external reporting

Ensuring business continuity even in the absence of individual persons

More than just software

Before the SKOOR dashboard solution was introduced at Diebold Nixdorf, an Excel solution with VBA and macros was used for reporting. However, the evaluations became increasingly complex, which slowed down the programs and the manual effort for the daily collection of data from different sources increased steadily.

Alexander Klug, Enterprise Delivery Manager at Diebold Nixdorf and his team examined possible alternatives to Excel: „We wanted to visualize our data professionally, generate logical evaluations more quickly and automate the whole process," he recalls. In the end, the simplicity and flexibility of the SKOOR solution were the deciding factors. Says Klug: „I find SKOOR extremely exciting. With the engine, the heart of the system, the data can be collected and analyzed precisely so that it can ultimately be presented clearly in the dashboards. In addition, open source tools and various programming languages can also be used if this is necessary for more complex projects. SKOOR is much more than just software - it's a solution." So far, the feedback from employees has been positive. The software significantly simplifies both external and internal reporting and scores points with its „360-degree view" of the relevant KPIs, as Alexander Klug puts it.
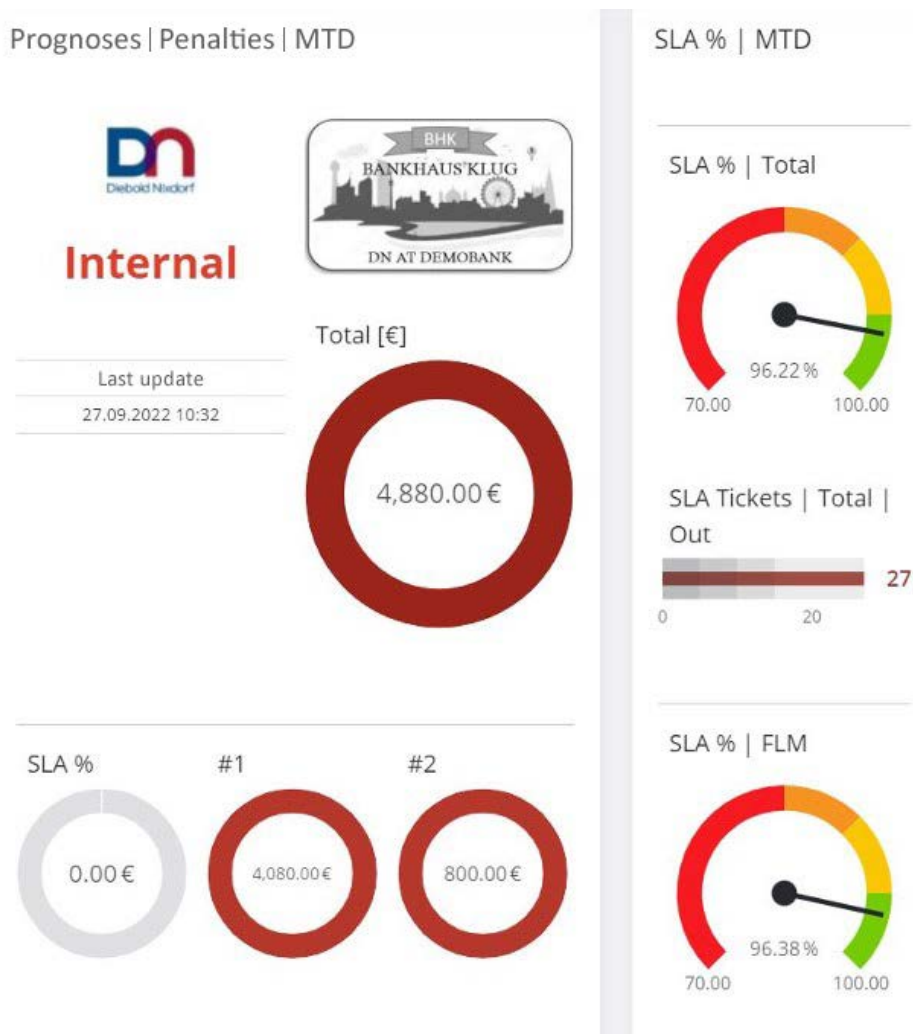
A demo version of SKOOR shows the amount of the (fictitious) penalty claims. Such contractual penalties are due if agreed services, such as the minimum availability of an ATM, cannot be provided.

Profitable exchange

Before Diebold Nixdorf Austria decided to use SKOOR, the dashboard solution was already in use at the Swiss subsidiary. Martin Suter, Head Technology & Solution at SKOOR and the SKOOR team had programmed the overall solution and designed the dashboards according to Diebold Nixdorf's requirements.

In Austria, Alexander Klug and his team went one step further in this respect: „We didn't just want to use SKOOR as an end user, but to program, update and maintain it ourselves. In order to build up the necessary know-how, I let myself be initiated into the programming secrets of SKOOR." But wait, is SKOOR happy to let go of the reigns? Absolutely, emphasizes Martin Suter: „Our aim is not to produce complex solutions and thus make ourselves indispensable forever.

On the contrary, if a customer wants to familiarize themselves with the software and programming in order to implement their own projects later on, we are happy to support that."
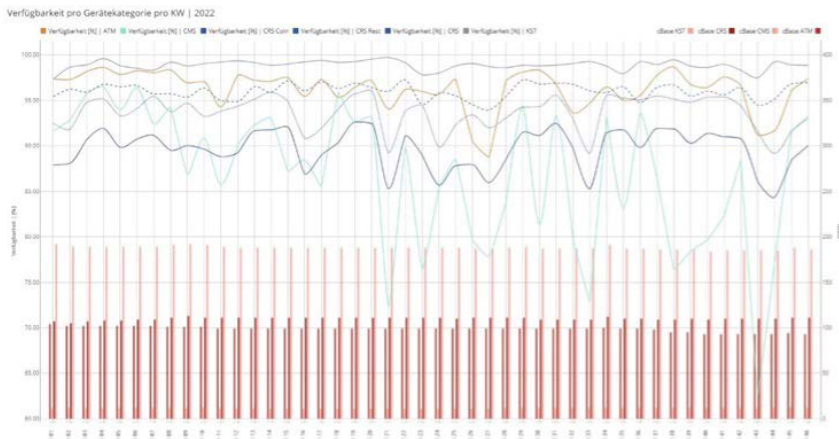
With SKOOR, the availability of ATMs can be seen at a glance.

Alexander Klug, Enterprise Delivery Manager at Diebold Nixdorf Austria: „Thanks to SKOOR, we can prove with one click that, for example, our ATMs have achieved an availability of over 95% in the last month." These evaluations are extremely important because Diebold Nixdorf has level agreement contracts with both its customers and its own suppliers, which entail penalties if the agreed services are not met.