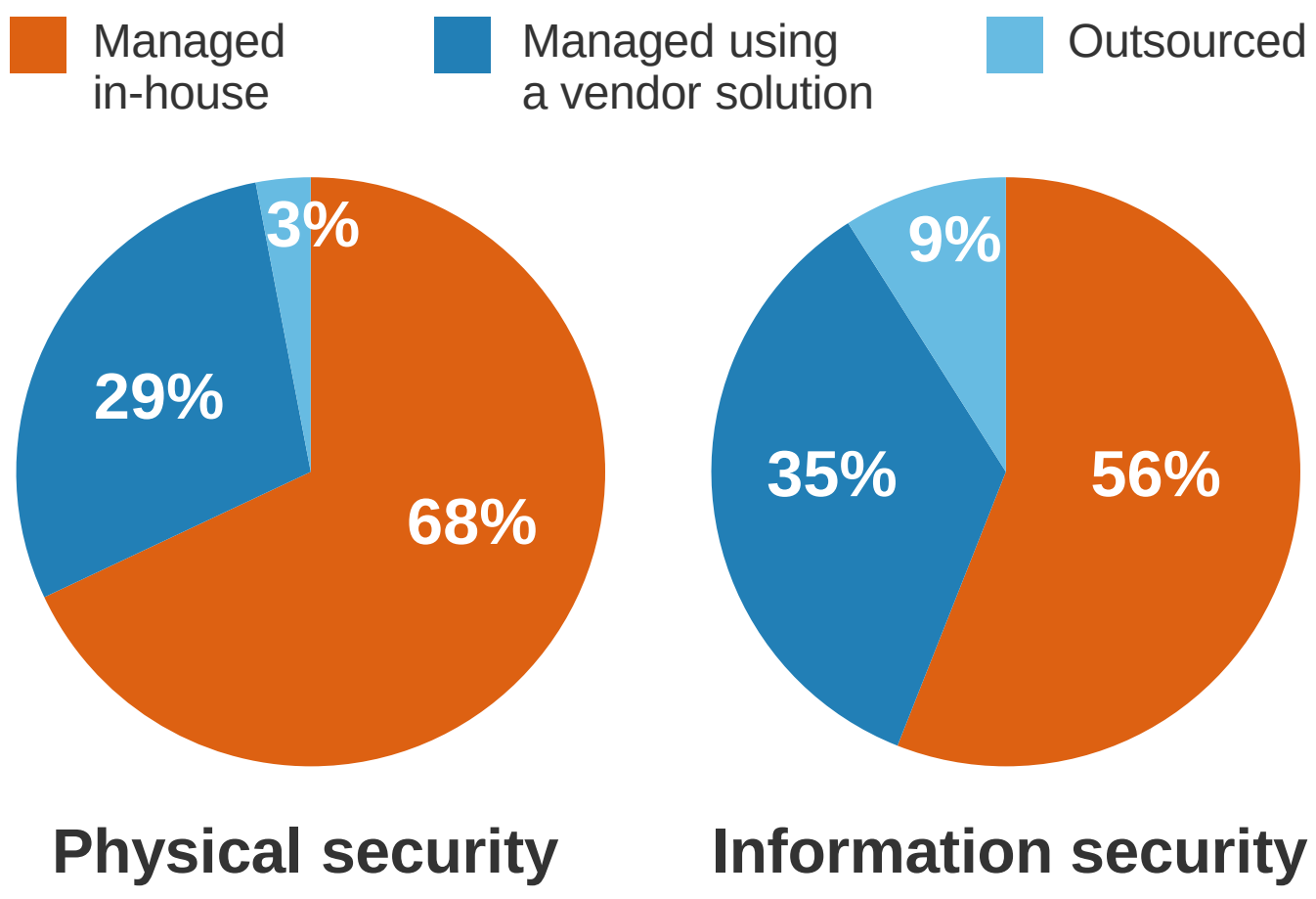
FORRESTER®

Why Financial Institutions Should Consider Managed Services For Their ATM Fleet

Overcome the challenges of managing a complex ATM fleet with the expertise, structure, and processes provided by a trusted partner.

Most financial institutions (FIs) use in-house resources to manage ATM security

On average, 21% to 30% of overall security efforts are tied to ATMs.



However, in-house security teams are struggling to keep up

51% use two or more ATM providers to support their fleet.

42% attribute their ATM security challenges to having too many ATM brands/devices.

85% must implement ATM software patches on a monthly or more frequent basis.

61% are challenged by a lack of dedicated internal staff and/or inadequate security expertise.

Top four threats most challenging to prevent

1. Card skimming
2. Malware
3. USB attacks
4. Card trapping

FIs need help to manage security

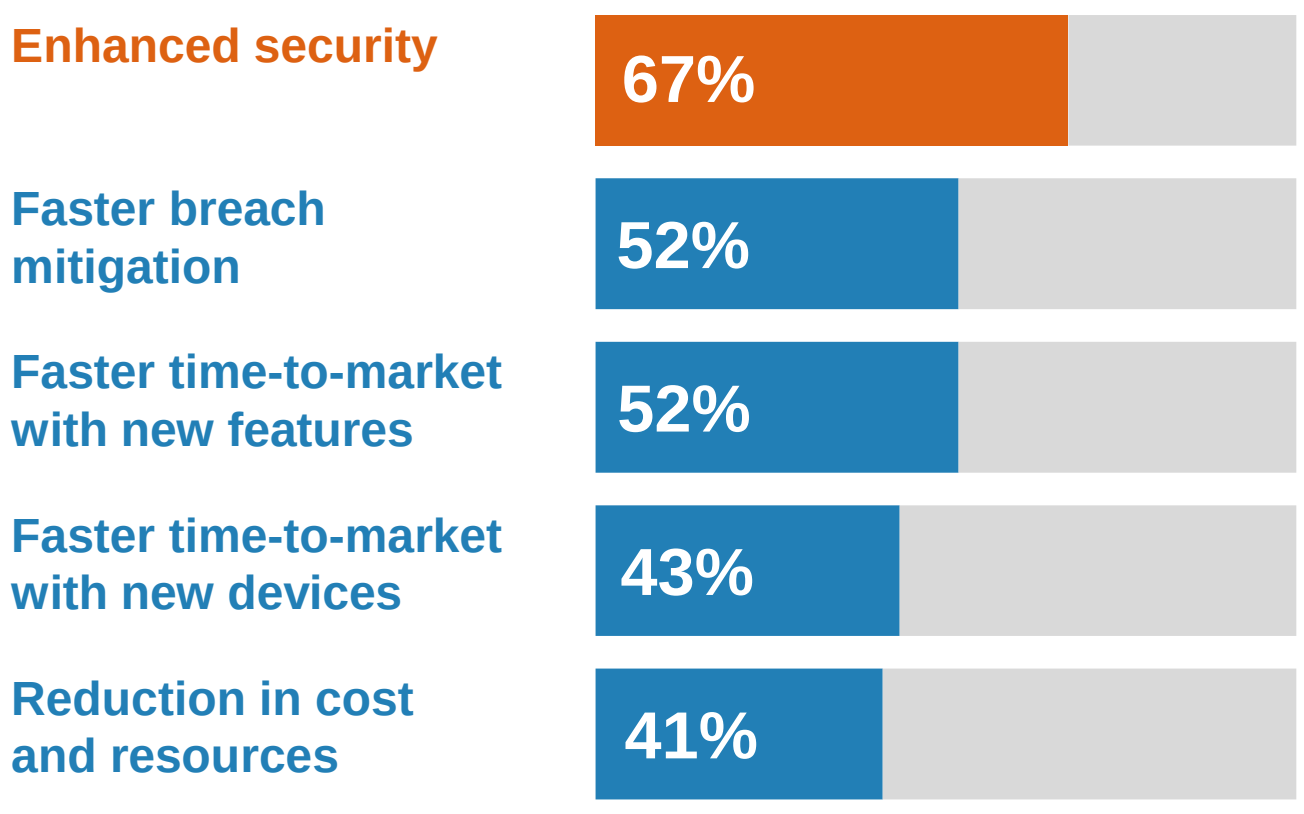
"Enhanced techniques are required to manage the security."

"Third-party providers have better techniques than us."

"Security and incidence management is not up to mark."

FIs are improving security via support from ATM security partners

Top-ranked benefits for organizations outsourcing ATM management:



TLP

Find out more about the advantages of finding a trusted ATM security partner.
Download the full study: Diebold.com/ForresterStudy

Methodology

In this study, Forrester conducted a global online survey of 220 business and IT decision-makers with responsibility for the security and management of ATMs at financial institutions.
Source: A commissioned study conducted by Forrester Consulting on behalf of Diebold, November 2015