

EXPAND YOUR SELF-SERVICE CHANNEL WITH DIEBOLD'S AGILIS® SOFTWARE SOLUTIONS

Improve performance across multi-channel, multi-vendor networks

According to a 2011 research report by Celent, software spending will see solid and consistent growth over the next few years as financial institutions (FIs) are increasingly making use of external providers to increase focus on core competencies. The report states that spending on external software by North American banks will rise by 7.5 percent to \$9.9 billion in 2011, and will continue to grow, rising to \$11.4 billion in 2013.

As a key component of this growth, FIs are looking to collaborate with experienced vendors to help achieve their business objectives such as enhancing consumer experiences and growing and retaining customer bases. To meet and exceed customer demands and expectations, FIs are focused on integrating channels, optimizing investments, deploying one-to-one marketing campaigns, offering new services and improving security. And, the primary starting point is the self-service channel.

Get more from your self-service channel and confidently grow

To maximize the self-service channel, you need a reliable software platform. Diebold's Agilis® platform is the engine that drives the self-service channel. Operating under the Agilis EmPower architecture, Agilis 3 is Diebold's next-generation, global software platform. It is the enabler that integrates hardware and facilitates services at the automated teller machine (ATM). With the power of Agilis, you achieve new levels of speed, flexibility and performance for your entire self-service delivery channel.

Flexible, reliable

Agilis provides seamless and efficient integration of solutions and services in both multi-channel and multi-vendor environments as well as a streamlined migration with legacy systems. Additionally, you can leverage the power of Agilis to help meet industry regulations and compliance mandates, such as Payment Card Industry Data Security Standards and Americans with Disabilities Act.

Customized user experience

Agilis allows you to access the latest innovative technologies, while delivering a consistent brand image and user experience at every consumer contact point. The software offers implementation of customized applications, including content delivery and personalization, which increases loyalty and provides a consistent, more memorable user experience with every ATM transaction.

Whether implementing a turnkey or customized solution, you control when and where to deploy new functionalities and services. Agilis enables you to implement the solutions you need today, and gives you the confidence to grow and expand your capabilities in the future.

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Designed to help you achieve your business priorities, Diebold's Agilis software solutions improve security, enhance consumer experiences, increase operational efficiency and grow and retain consumer relationships.

Improve security

- Mitigate risk to safeguard you and your customers against current and emerging threats
- Monitor and secure ATMs from a central point of control
- Strengthen authorization levels for accessing device interfaces and enhance firewall protection

Enhance consumer experiences

- Create and deliver one-to-one marketing campaigns across channels to connect personally and more consistently with consumers
- Support value-added transactions across all channels
- Implement transaction reporting for verification, usage patterns, consumer preferences, business intelligence and more

Increase operational efficiency

- Reduce operating costs by leveraging your existing infrastructure and linking delivery channels for streamlined operations
- Manage your entire ATM network through one central location for software updates, maintenance, journal transfers and more
- Improve efficiencies with remote troubleshooting and file and asset management and decrease your time to market for new services and marketing campaigns

Grow and retain consumer relationships

- Facilitate cross-selling to improve customer acquisition and retention
- Offer additional consumer-driven products and solutions, increase fee income and institute third-party bill payment options
- Deliver remote account opening via multiple channels including online, ATM and mobile, payment ease with mobile and pre-paid top-up functionality and mobile banking registration capabilities through the ATM or online

Achieve optimal functionality in multi-vendor environments

Offering smooth operation in multi-vendor environments, Agilis allows ATMs to operate to their full potential, providing you with the benefits and control of an open development environment.

- Incorporate logos, flash files, videos and brand elements into the ATM experience
- Help consumers manage accounts with SMS and e-mail alerts as well as receipts via mobile devices

- Deliver channel integration that can include consumer mobile registration at the ATM and customized preference settings via the web
- Customize self-service terminals with tools designed to adapt to meet changing business, market and consumer demands

A winning combination

While Agilis is designed for any vendor configuration, you can achieve the highest possible return on investment in self-service technology by combining the power of Agilis software with Diebold's revolutionary Opteva® ATMs. User-friendly, secure Opteva ATMs help consumers efficiently conduct transactions without interrupting their busy lives.

Software, hardware and support add up to a total solution

For more than 150 years, Diebold has been committed to helping financial institutions achieve outstanding performance.

Whether you are interested in deploying the latest software solutions, deposit automation technology, mitigating risk and maintaining compliance, or deploying mobile banking and one-to-one marketing services, Diebold can customize the approach for your evolving growth strategies. And, with Diebold Integrated Services® we can handle the management and maintenance of it all through a single-point-of-contact.

With Diebold's award-winning support services, you can enjoy the highest level of uptime through seamless software fixes and upgrades that don't interrupt daily operations. Around the world, Diebold service technicians are ready to assist whenever technical support is needed.

Diebold provides the products, services and support needed to streamline the transition to new technologies and give you the confidence to grow.

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