

**DIEBOLD PERSPECTIVE**

# Global survey findings:

## *Banks lack full confidence in their ATM security programmes*

By B. Scott Harroff, Chief Information Security Architect, Diebold

In the face of ever-evolving digital threats and attempts at physical breaches, securing and protecting your ATM fleet is a function requiring a considerable amount of manpower, management and technology. Needless to say, it's a massive undertaking – no matter the size of your business.

The constant changes in the self-service environment have led us to pose a critical question: *When it comes to ATM fleet management and security, how prepared are financial institutions (FIs)?*

In pursuing an answer to this question, we commissioned Forrester Consulting to conduct a study exploring the challenges retail banks face when managing the security of their fleets. To foster the most comprehensive result, Forrester conducted a global survey of 220 business and IT decision-makers with responsibility for the security and management of ATMs at retail banks.

### **Study shows FIs need help managing ATM security**

The resulting March 2016 study, *Why financial institutions should consider managed services for their ATM fleet*, found that financial institutions lack full

confidence in their current ATM security strategies and programmes. Forrester recommended FIs consider a managed services partner that can properly and proactively secure ATM fleets.

In fact, the study found that financial institutions that had outsourced their ATM fleet management to a trusted provider saw enhanced security as the top benefit. Outsourcing to a trusted provider was also found to reduce associated costs, mitigate future risks and increase the speed of implementing new ATM security features.

Most interestingly, the study showed a misalignment between the perceived and actual benefits of self-service outsourcing. According to the study, while FIs had anticipated improved reliability and availability when outsourcing the management of ATM fleets, the reality was that FIs were most satisfied with the enhanced security and faster breach mitigation such services provided.

Engaging with a trusted partner not only improves current-state security, it mitigates future risks – and, retail banks and credit unions of all sizes need to have a plan of action to secure their most valuable assets (and the assets of their customers) from all types of fraud.

Of the various financial institutions surveyed in the study, over one third said their in-house security teams are challenged by a lack of dedicated internal staff and/or have inadequate security expertise. By shifting to a single, trusted partner, these organisations can strengthen more than just ATM security; they can streamline the entire management of the ATM network, driving efficiencies, mitigating risks and enhancing the consumer experience.

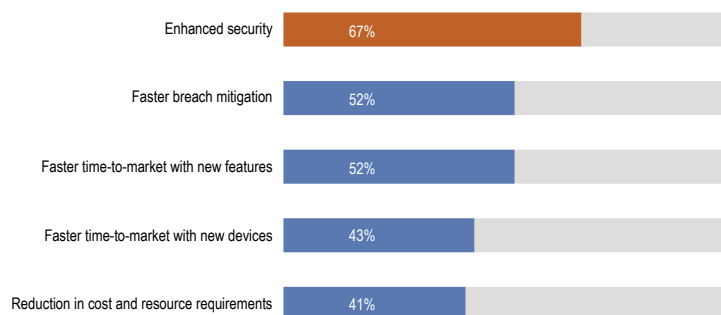
This leads me to one simple but important question: *Is your organisation's ATM security and overall network management as strong as it could be?*

If you can't answer 'yes' with 100% confidence, then it's time to connect with a team that can provide the experience and expertise you need.



B. Scott Harroff  
Diebold

### Top-ranked benefits for organisations outsourcing ATM management



Source: A commissioned study conducted by Forrester Consulting on behalf of Diebold, November 2015

## How to find the right partner

The first step is to talk with your existing ATM vendors about their management capabilities. Get an understanding of what they offer and if they can complement your strategic goals. The right vendor will be a partner, not an order taker. A true partnership is highly collaborative and transparent, providing clear processes, objectives and roadmaps.

Remember, you are the customer – so look for vendors that make you feel more confident in your ATM security programme, not a vendor that makes you feel like you're losing even an ounce of control over your ATM network and consumer data.

As you consider potential partners, ask them these questions:

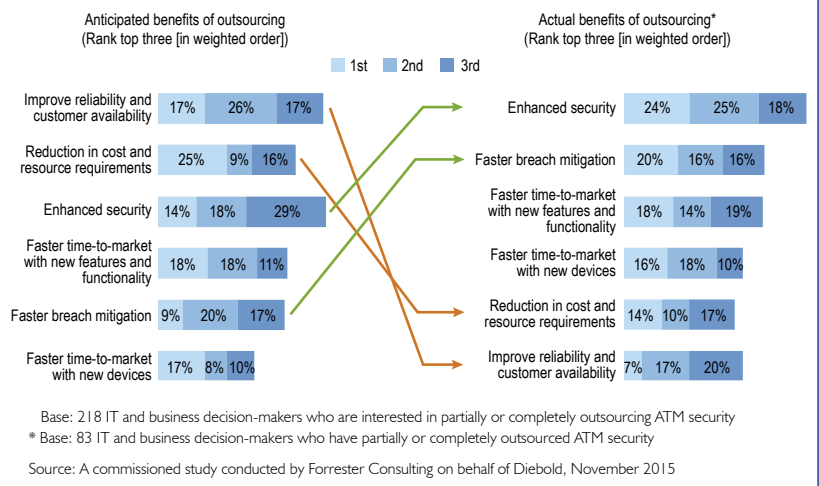
- Can you conduct an ATM security assessment, including a risk analysis?
- What is the delivery method of real-time ATM security reporting tools?
- What are the processes for how and when you're able to access information about your fleet?
- How frequently will the vendor share information with your internal security experts?
- If an issue needs to be escalated to mitigate a sudden risk, what steps are taken on their end?
- What are their protocols for communication and alerts?
- How can their incident management team function as an extension of your team?

Taking the time to research and get answers to these questions will help you select a partner that can operate as an extension of your team. After all, it is your business' reputation and consumer trust on the line when breaches occur.

## Don't settle for a 'set it and forget it' approach

At Diebold, our team works with organisations to establish a roadmap that can evolve and shift as their needs change. The most successful roadmaps incorporate input from multiple channels within a bank: IT, ATM operations, retail, security, compliance and more. We are experienced in bringing all stakeholders to the table to facilitate cross-functional collaboration, which is crucial when it comes to ATM security and management. Through road mapping, we can build an informed, actionable plan based on industry insights and trends, so our customers can get the efficiencies

## Anticipated and realised benefits of outsourcing ATM security do not align



and ROI they need for continued success.

As a partner in ATM fleet management, we bring a multi-layered approach to security that includes measures to protect against card and currency fraud, physical attacks and information security threats. Through dashboard reports and ongoing collaboration, you'll have a line of sight on the threats we're mitigating and the potential attacks we're monitoring.

When it comes to managing ATM fleet security, we approach every financial institution differently, quite simply because every FI has its own needs, demands and unique challenges.

Our comprehensive managed services suite allows financial institutions to shift their focus onto consumers and their time on more profitable business opportunities. We understand both the financial self-service industry and the software, hardware and security components that keep the industry running efficiently – and our end-to-end portfolio is proof of that. With Diebold, you will be in the safest pair of hands in the industry, available 24/7 to manage what you may not have the time or manpower to do in-house.

The choice is yours. Do you still want to shoulder the responsibility of ATM security, or would you like to focus on your organisation's core competencies and partner with a trusted expert who can help design a strategy that's right for your unique needs?

Now, ask yourself the question that was the catalyst for our study: *When it comes to your ATM fleet management and security, how prepared are you?* ■

To review the study in more detail, visit: [www.diebold.com/forresterRBR](http://www.diebold.com/forresterRBR)

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