

DIEBOLD NIXDORF PERSPECTIVE

Quality is not enough

By Diebold Nixdorf

Decision-makers at financial institutions (FIs) are facing increasing pressure from consumers who expect higher levels of service and more personalised experiences. Simultaneously, technological innovations are moving so rapidly, it can be challenging to identify the solutions that make sense for the long term. In this tumultuous, ever-changing environment, finding the right IT partner goes far beyond choosing a particular piece of hardware or software. A strategic partner can help you realise your vision for the entire IT network and ensure that every touchpoint is connected, integrated and functioning seamlessly.

Transformation must be fast and future-proof

We're at the point where transformation is a given. If you're not transforming, you're on the path to obsolescence. When everyone around you is also transforming – choosing the best tech and software, driving omnichannel engagement, pursuing mobile enablement – speed and foresight are the critical traits that can push your organisation past the competition.

We see many FIs start with wonderful intentions but fall prey to pitfalls from any of a million directions: multivendor integration issues, a fractured decision-making process, regulations that haven't fully been taken into account, even employees who don't understand or support the changes taking place.

Project implementation and change management issues can thwart FIs because these are not their core business. They may only undertake a handful of large projects every few years, and may not even have IT staff who are experienced at such transformations. Collaborative partners, such as Diebold Nixdorf, offer the deep knowledge and global expertise to anticipate and mitigate these internal disruptions, and ensure a project can be completed in an optimal way. The right industry partner offers the latest technology, market solutions and innovations to meet emerging and future needs.

Operational excellence driven by experience

As you consider new or expanded partnerships, ask yourself these questions:

- Does this partner have experts skilled at the nuances of financial industry projects?
- Do they have the supplier connections necessary to act as our single point of contact?
- Do they have the capabilities to connect the touchpoints across your organisation, whether physical or digital?
- Do they understand the complexities of compliance and regulation, and operate on standardised, tested processes that ensure consistency across every project, every time?
- Do they have experts in our region?
- Are their solutions and scope-of-work options modular, scalable and multi-vendor?
- Are we empowered to perform as much or as little of the project as we see fit?
- Is the process collaborative?
- Are they offering us a sustainable investment and long-term roadmap for success?

At Diebold Nixdorf, our approach is defined by Operational Excellence. We strive for quick outcomes that remain positive in the long term, power profitable growth and meet your vision, whether that's a branch transformation, more connected touchpoints, more efficient cash management or an enhanced consumer experience. Operational Excellence encompasses the full spectrum of requirements for today's FIs, from design and implementation to lifecycle management, orchestrating tactics and tools, and identifying the right operational model for a transformed organisation.

In our hyper-connected, always-on world, look for a partner that leads the way, is capable of anticipating your needs and can propose solutions that will enhance your organisation's overall performance. There will never be one, 'final' implementation that will 'complete' your organisation's transformation; as the industry evolves, your needs will too. Make sure your strategic partners have the experience and knowledge your business requires for everything that comes next. Because in the race to transform, speed and foresight will be the hallmarks of success. ■

Learn more about how Operational Excellence powers everything we do. Visit DieboldNixdorf.com/OE for more information

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