

Banking Automation **BULLETIN**



10% rise in global ATM shipments, but choppy outlook

Diverse payments processing arrangements across Europe

Smart safes drive growth in retail cash automation

Contactless set to grow strongly in Canada

Faster payments levelling Russia's playing field

Country profile: Japan

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10% rise in global ATM shipments, but choppy outlook

It is hard not to have an ironic smile on reading the results of RBR's latest annual survey of ATM

shipments. In the midst of the COVID-19 pandemic, RBR's research (see page 2) shows that global ATM shipments grew 10% last year – the first increase since 2014. There will be relief in the industry, but this is no time to celebrate.

The research shows western Europe was the only region not to see growth in shipments, and this combined with strong growth in central and eastern Europe means the gap between the two regions has fallen to just 15%, despite western Europe having a 50% larger installed base.

Overall, the number of shipments has been falling as the installed base is no longer growing and deployers have not been replacing or upgrading units as frequently. Holding back purchases cannot continue indefinitely, however, as there comes a point when such a strategy is counterproductive; older machines become more expensive to operate and lack the features and functionality of the latest hardware, and they are not always able to run the latest software. Pent up demand has been building, and this can be seen in the most recent findings.

Automated deposit and recycling technology underpins this growth, whether that is through the replacement of older units in China, rollouts of recyclers in Brazil, India and Russia, or shipments of non-recycling deposit terminals to the USA. Worldwide, automated deposit units now make up 63% of shipments, the vast majority of which are recyclers. This trend will continue as deployers look to increase uptime, reduce operating costs and increase the security of their ATM fleets.

Going forward, the outlook for ATM shipments is hard to accurately predict. COVID-19 has dashed hopes of a further uplift in 2020, but RBR is forecasting a recovery in 2021. In the medium term, there will be competing forces pushing in opposite directions; the desire to further automate and increase efficiency will need to overcome the relentless move towards electronic payments. Even after the current storm subsides, the outlook remains choppy.

Dominic Hirsch, Editor

2 ATM SHIPMENTS

Global ATMs rebound in 2019 with 10% rise in shipments

4 ATM FRAUD IN EUROPE

Malware and logical attacks increasingly successful

5 AURIGA PERSPECTIVE

How to make the #NextGenBranch a reality

6 CANADIAN PAYMENTS

Contactless set to grow strongly in Canada

7 EUROPEAN PAYMENT CARD PROCESSING

Diverse payments processing arrangements across Europe

9 RETAIL CASH AUTOMATION

Smart safes drive growth in retail cash automation

11 RUSSIAN PAYMENTS

Faster payments levelling Russia's playing field

12 OPEN BANKING

How to rise to the demands of a disrupted world

14 MOBILE MONEY

Mobile money industry reaches major milestones

15 NEWS BULLETIN

Banking and payments news

17 COUNTRY PROFILE

ATM and cards intelligence on Japan

21 CONFERENCE DIARY

Upcoming industry events from around the world

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