

ATM Software 2021

Market and Vendor Data | Bank Perspectives



February 2021

The information and data within this document are strictly confidential and must not be disclosed to a third party.

www.rbrlondon.com

RBR's *ATM Software 2021* study is the result of in-depth quantitative and qualitative research into this rapidly evolving market

Banks' ATM software projects increasingly extend beyond the channel

- ▶ Omnichannel initiatives see the ATM integrated with mobile banking, CRM and other platforms
- ▶ Transformation projects demand new functionality, authentication and personalisation capabilities
- ▶ Banks' requirements are changing rapidly, from both technical and business perspectives



RBR's study provides vendors with an in-depth understanding of a rapidly changing market

- ▶ Detailed ATM software market size figures, plus in-depth coverage of multivendor projects
- ▶ Comprehensive vendor data, enabling competitive analysis down to individual country level
- ▶ In-depth description of banks' experiences, future plans, requirements and selection criteria

Part 1 provides data for the global market for ATM applications and monitoring software, including figures for “multivendor” projects

Part 1 – Market and Vendor Data

Scope

- ▶ Data for **ATM applications** (including middleware) and **monitoring software**
- ▶ **Q4 2020** data by country and region
 - Size of **multivendor** market, as well as total ATM installed base
 - **Vendor shares** of total and multivendor markets
 - Number and **names of banks** using multivendor software
- ▶ **2025 forecasts**
- ▶ **Historical data** for 2017, 2015 and earlier

Methodology

- ▶ Study **participants to provide data** on own deployments
- ▶ Information solicited from other suppliers (total of **30 vendors**)
- ▶ Accuracy of **submissions verified** using in-house data and other sources
- ▶ Supplier input combined with **existing RBR data** to cover “total” ATM market
- ▶ Data analysed to draw **key insights**
- ▶ Forecasting methodology refined

Part 2 examines banks' perspectives on ATM software, including the impact of omnichannel initiatives on personalisation, authentication and more

Part 2 – Bank Perspectives

Scope

- ▶ **36 banks** interviewed
- ▶ Topics covered include:
 - ATM software **purchasing process**
 - Vendor/product **selection criteria**
 - **Customer experience** including personalisation and authentication
 - Perspectives on **ATM monitoring** software and ATM **monitoring**

Methodology

- ▶ **Target** large and medium-sized banks from around the world
 - Institutions from across **EMEA**, the **Americas** and **Asia-Pacific**
- ▶ Contact relevant individuals and carry out **in-depth telephone interviews**
- ▶ **Findings in the form of** detailed profiles of each interviewed institution

Data are provided for 63 countries across 6 regions

Asia-Pacific	North America	Latin America	Western Europe	Central & Eastern Europe (CEE)	Middle East & Africa (MEA)
<ul style="list-style-type: none"> ▶ Australia ▶ Bangladesh ▶ China ▶ Hong Kong ▶ India ▶ Indonesia ▶ Japan ▶ Malaysia ▶ New Zealand ▶ Pakistan ▶ Philippines ▶ Singapore ▶ South Korea ▶ Taiwan ▶ Thailand ▶ Vietnam ▶ Other 	<ul style="list-style-type: none"> ▶ Canada ▶ USA 	<ul style="list-style-type: none"> ▶ Argentina ▶ Brazil ▶ Chile ▶ Colombia ▶ Mexico ▶ Peru ▶ Other (incl. Caribbean) 	<ul style="list-style-type: none"> ▶ Austria ▶ Belgium ▶ Denmark ▶ Finland ▶ France ▶ Germany ▶ Greece ▶ Ireland ▶ Italy ▶ Netherlands ▶ Norway ▶ Portugal ▶ Spain ▶ Sweden ▶ Switzerland ▶ Turkey ▶ UK ▶ Other 	<ul style="list-style-type: none"> ▶ Belarus ▶ Bulgaria ▶ Croatia ▶ Czech Republic ▶ Hungary ▶ Kazakhstan ▶ Poland ▶ Romania ▶ Russia ▶ Serbia ▶ Slovakia ▶ Slovenia ▶ Ukraine ▶ Other 	<ul style="list-style-type: none"> ▶ Egypt ▶ Iran ▶ Israel ▶ Kenya ▶ Morocco ▶ Nigeria ▶ Saudi Arabia ▶ South Africa ▶ UAE ▶ Other

36 banks are profiled, who collectively deploy 325,000 ATMs

Overview

- ▶ RBR interviewed 36 banks across 20 major ATM markets in December 2020 and January 2021
- ▶ Collectively, the institutions profiled deploy 325,000 ATMs – 11% of the world’s bank-grade ATMs
- ▶ More than 90% of institutions interviewed have an estate of at least 1,000 ATMs, and three fifths rank among the top five ATM deployers in their respective markets

Institutions

- | | | |
|------------------------------------|-------------------------------|---------------------------------------|
| ▶ ANZ (Australia) | ▶ BNP Paribas (France) | ▶ Standard Bank (South Africa) |
| ▶ Westpac (Australia) | ▶ Commerzbank (Germany) | ▶ Banco Sabadell (Spain) |
| ▶ Banco do Brasil (Brazil) | ▶ Finanz Informatik (Germany) | ▶ BBVA (Spain) |
| ▶ Banco Itaú (Brazil) | ▶ Bank Danamon (Indonesia) | ▶ Santander (Spain) |
| ▶ TecBan (Brazil) | ▶ BNL (Italy) | ▶ Taishin International Bank (Taiwan) |
| ▶ Desjardins (Canada) | ▶ Intesa Sanpaolo (Italy) | ▶ Garanti Bank (Turkey) |
| ▶ National Bank of Canada (Canada) | ▶ Afirme (Mexico) | ▶ İşbank (Turkey) |
| ▶ TD Canada Trust (Canada) | ▶ BDO Unibank (Philippines) | ▶ Barclays (UK) |
| ▶ Banco Estado (Chile) | ▶ Metrobank (Philippines) | ▶ Santander (UK) |
| ▶ ICBC (China) | ▶ Alfa-Bank (Russia) | ▶ Regions Bank (USA) |
| ▶ Bancolombia (Colombia) | ▶ Sberbank (Russia) | ▶ Union Bank (USA) |
| ▶ Komerční banka (Czechia) | ▶ Nedbank (South Africa) | ▶ Wells Fargo (USA) |

In addition to the study report and database, clients receive access to senior researchers; a presentation of key findings can also be arranged

Deliverables

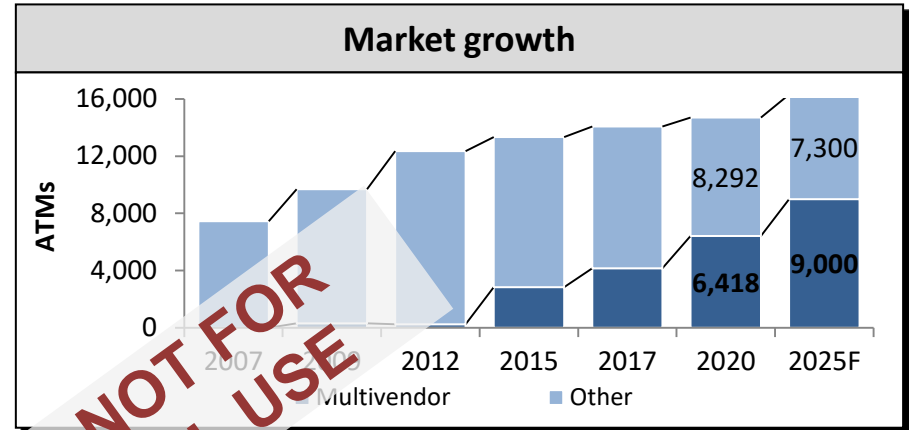
- ▶ Electronic (multi-user licence) copies of research findings
 - Part 1 Executive report in PowerPoint containing key market statistics, trends and commentary by country and region
Comprehensive market database provided in Excel
 - Part 2 Report comprising profiles of interviewed institutions
- ▶ A conference call presentation of the study results can be organised if desired
- ▶ Privileged access to RBR's senior research analysts

Price

- ▶ £35,000

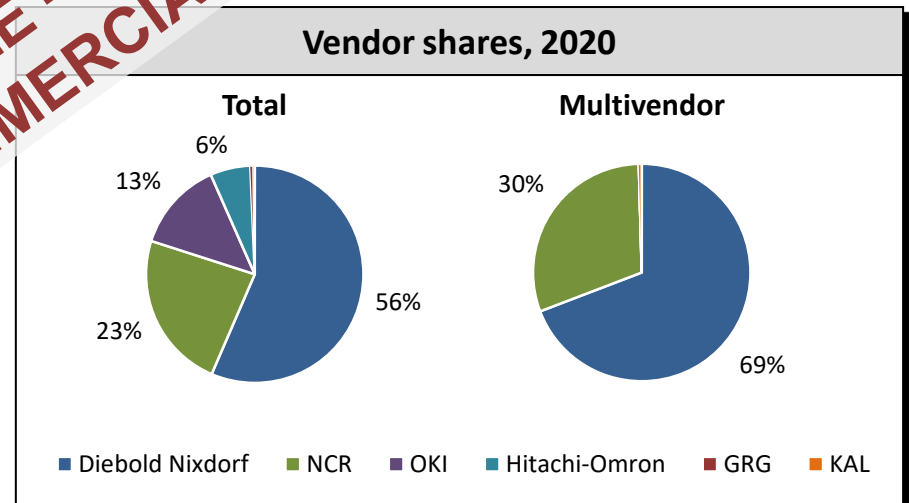
Potential remains for further gradual growth in multivendor software projects in Malaysia

Key facts, 2020			
Metric	Multivendor	Other	Total
# ATMs	6,418	8,292	14,710
- Global Rank	26		35
Penetration	44%	56%	100%
- Global Rank	34		
Multivendor deployments: CIMB Bank, RHB Bank, HSBC, OCBC Bank, Citibank			



Market insights

- ▶ RHB Bank has begun using a multivendor application since 2017
- ▶ There remain some large banks with potential for multivendor projects, but growth is likely to be gradual



An Excel spreadsheet provides comprehensive data for custom internal analyses

- ▶ Comprehensive data for all 63 countries in RBR's report *Global ATM Market and Forecasts to 2025*
- ▶ Market sizes, historical data and forecasts for applications and monitoring software
- ▶ Vendor data for applications, middleware platforms and monitoring tools

Country	ATMs, 2020			ATMs, Rank, 2020	
	Multivendor	Other	Total	Multivendor	Total
	Australia	xx,xxx	x,xxx	xx,xxx	xx
Bangladesh	x	xxx,xxx	xx,xxx	N/A	xx
China	xxx,xxx	xxx,xxx	xxx,xxx	x	x
Hong Kong		x,xxx	x,xxx	xx	xx
India		xxx,xxx	xxx,xxx	x	x
Indonesia		xxx,xxx	xxx,xxx	xx	x
Japan	x	xxx,xxx	xxx,xxx	N/A	x
Malaysia	x,xxx	x,xxx	xx,xxx	xx	xx
New Zealand		xxx	x,xxx	xx	xx
Pakistan		xx,xxx	xx,xxx	xx	xx
Philippines		xx,xxx	xx,xxx	xx	xx
Singapore	x,xxx	x,xxx	x,xxx	xx	xx
South Korea	x,xxx	xxx,xxx	xxx,xxx	xx	x

Measure	Country	Total	ATM Software 2021														
			Auriga	CR2	Diebold Nixdorf	DPS	Fujitsu	Global Payments	Omni	KAL	KingTeller	NCR	OKI	Proprietary	SBS		
Total, 2020	Austria	x,xxx	x	x	xxx	x	x	x	x	x	x	x	x	x,xxx	x	x,xxx	x,xxx
	Belgium	x,xxx	x,xxx	x	x,xxx	x	x	x	x	x	x	x	x	xxx	x	x,xxx	x
	Denmark	x,xxx	x	x	xxx	x	x	x	x	x	x	x	x	x	x	x	x
	Finland	x,xxx	x	x	x	x	x	x	x	x	x	x	x	x	x	x,xxx	x
	France	xx,xxx	x	x	xx,xxx	x	x	x	x	x	x	x	x	xx,xxx	x	xxx	x
	Germany	xx,xxx	x	x	x,xxx	x,xxx	x	x	x	x	x,xxx	x	x	x,xxx	x	x,xxx	xx,xxx
	Greece	x,xxx	x	x	x,xxx	x	x	x	x	x	x	x	x	x,xxx	x	xxx	x
	Ireland	x,xxx	x	x	x,xxx	x	x	x	x	x	x	x	x	xxx	x	x,xxx	x
	Italy	xx,xxx	xx,xxx	x	x,xxx	x	x	x	x	x	x,xxx	x	x	xxx	x	xxx	x
	Netherlands	x,xxx	x	x	x	x	x	x	x	x	xxx	x	x	x,xxx	x	xx	x
Norway	x,xxx	x	x	xxx	x	x	x	x	x	xx	x	x	x	x	x	x	
Portugal	xx,xxx	xxx	x	x	x	x	x	x	x	x	x	x	x	x	xx,xxx	x	

SAMPLE - NOT FOR COMMERCIAL USE

The part 2 “Bank Perspectives” report comprises in-depth profiles of every institution interviewed for the study

- ▶ Profiles of every bank interviewed
- ▶ Each profile contains:
 - Background on bank, including ATM estate
 - Details of ATM software platform
 - Customer experience: current and future ATM software projects, including new functionality, alternative authentication, CRM/personalisation and mobile integration
 - Procurement: purchasing process and vendor/product selection criteria
 - ATM network management, including monitoring

ATM SOFTWARE 2021

PART 2: BANK PERSPECTIVES

Cardless cash withdrawals with a one-time passcode (OTP) are possible at BBVA's ATMs using the bank's *Efectivo Móvil* ("Mobile Cash") service; customers can make use of this either to withdraw money themselves, or to send money to someone else. The bank has tested QR codes on its ATM channel, but believes the use of this technology to be too complicated.

Customers are able to set favourite transactions at BBVA's ATMs. At the end of a transaction, the customer can label the service used as a favourite, and it will then be offered on the initial screen (before the main menu) the next time the customer uses one of the bank's ATMs. Instead of (or as well as) a printed transaction receipt, the customer can opt to have a receipt sent by email or SMS.

BBVA does not have assisted terminals (ASSTs), and is not planning to introduce them. The bank states that it does not think ASSTs to be necessary, as it has a large number of smaller branches, and offers other transaction and non-cash services (such as increasing the limit on a credit card). BBVA also believes that customers who are already accustomed to using digital channels would not need ASSTs, while non-digital users would not feel comfortable using them.

Voice guidance is available at the bank's ATMs, for the visually impaired and also for wheelchair users who cannot reach the screen at the necessary height to see the screen. The bank refers to this service as *BBVA Para Todos* ("BBVA For All"). This is provided via the customer's mobile phone, rather than by connecting to a headphone jack on the ATM; when the customer inserts the card, the ATM recognises that they need guidance. BBVA believes it is the only banking group providing voice guidance in this way, as it has a worldwide patent.

The bank's mobile banking application is able to show the location of the nearest ATM, as well as the machine's operating hours (which differ by location). The app cannot yet show whether or not the ATM is in service at that time, but the bank is planning to add this functionality.

BBVA does not share information related to its ATM channel as part of open banking initiatives.

Procurement

BBVA handles ATM hardware and application software purchasing separately.

Most of the bank's ATM software is developed in-house, but when necessary, it contracts a third party to modify its solutions. When a purchase is needed, the ATM Department passes its requirements to the Purchasing Department, which authorises purchases and handles the procurement process. The Purchasing Department puts out an RFP and receives bids.

On the security side, some ATM software purchasing (such as antivirus software) is co-ordinated internationally at group level. However, software is generally specific to each member of the group; the