

factsheet

Diebold Integrated Services®

Diebold's history of innovation features the development of its Integrated Services® outsourcing solution more than a decade ago in Brazil. In 1998, Caixa Economica Federal sought an outsourcing provider that could deliver a comprehensive system to optimize its automated teller machine (ATM), including telecom infrastructure installation and maintenance; operations management and security; planning development and roll-out logistics; and monitoring and service level agreement management. Caixa's bid called for management of 250 independent kiosks near its existing branches, each with two ATMs operating 24/7. Caixa selected a local provider for the project but, after slow progress in the first year, transferred the entire operation to Diebold. Ten years later, Caixa now operates 18,000 ATMs across Brazil and relies on Diebold as its outsourcing provider.

What does outsourcing mean to Diebold? The next phase in Diebold's rich history is an emphasis on delivering world-class outsourcing services, defined as the maintenance and management of virtually all of a financial institution's non-core self-service operations. Diebold's outsourcing services are designed to deliver the technical, management and strategic expertise required to keep financial institutions' essential technologies and processes running at optimal levels. Today's self-service outsourcing arrangements include hardware, software, transaction processing, maintenance, governance, security and management services designed to optimize the entire self-service channel.

1998 – Diebold launches its Integrated Services outsourcing solution in Brazil.

1999 – Diebold Transaction Services is launched, enabling customers to deploy a full-service ATM network without the responsibility of owning, operating and maintaining complex systems.

2001 – Diebold implements the first total Integrated Services outsourcing solution for a financial institution's ATM network.

2004 – Diebold launches the official Integrated Services brand globally.

2007 – Diebold Integrated Services receives its first award by the International Association of Outsourcing Professionals' recognizing the industry's top 100 outsourcing service providers. Diebold also is awarded this distinction in 2008 and 2009.

2008 – Diebold launches its Integrated Services Symposiums, which allow current and prospective customers to engage in personalized, detailed discussions to learn about the benefits of Diebold's Integrated Services solutions.

2008 – Diebold extends its outsourcing solution to include security programs.

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