



Press Release

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Diebold Nixdorf and WMF Announce Partnership to Streamline Coffee Purchases

Retailers can offer self-service option for customers by connecting WMF's professional coffee machines to Diebold Nixdorf's checkout systems

BERLIN and HUDSON, Ohio, USA – Diebold Nixdorf (NYSE: DBD), a global leader in retail store and checkout innovation, and WMF Professional Coffee Machines, a leading German premium supplier of coffee machines for commercial use, have joined forces to make coffee purchases in retail stores easier and quicker for consumers. By connecting WMF's coffee machines to Diebold Nixdorf's point-of-sale (POS) and self-service systems, retailers can create a better experience around one of their most popular products while attracting new customers.

At fuel and convenience stores, coffee is highly ranked among popular non-fuel items¹, whereas in fashion, specialty or grocery, coffee can help keep customers shopping in the store longer, inducing them to buy more products². At the same time, buying coffee can be time-consuming, especially when it needs to be ordered at the sales counter and a single staff member is responsible for taking orders, preparing coffee and completing check-out.

Diebold Nixdorf and WMF are improving this process by adding a self-service option for customers. Thanks to the open APIs of Diebold Nixdorf's cloud-native Vynamic® Retail Platform and its capability to connect to any Internet of Things (IoT) device, retailers can integrate the coffee machine into their store IT infrastructure and provide vouchers at the POS after a customer pays for the coffee. The customer then scans the voucher at the machine to get the coffee. Another option is to connect the coffee maker to a Diebold Nixdorf self-service system, allowing customers to handle the process independently, without spending any time in line.

Benjamin Thurner, vice president Digital at WMF Professional Coffee Machines said:

"WMF is constantly developing its digital portfolio to offer customers even better solutions. By integrating our coffee machines into Diebold Nixdorf's checkout systems, we are offering retailers

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additional options to make their locations even more attractive by focusing on the customers and their checkout and payment preferences.”

Benedikt Schmidt, director, Partner Ecosystem Retail Software, at Diebold Nixdorf said:

“Coffee is very profitable for retailers and drives customer traffic. No longer just a tradition in the morning or after lunch, coffee service can help retailers improve their store concepts and customer experiences. A connected coffee machine also gives retailers more control of the coffee purchasing process and the opportunity to reconnect with the customers when inviting them to join a loyalty program.”

¹ <https://www.hem-tankstelle.de/branchenwissen/studien> (Studie Tankstellenverhalten 2021)

² <https://journals.sagepub.com/doi/full/10.1177/00222429221109247>

About WMF

WMF, which is short for Württembergische Metallwarenfabrik, is a leading premium supplier of household products, professional coffee machines and hotel equipment. WMF stands for innovation based on tradition and convinces with development and design "Made in Germany." Under the brand names WMF, Silit and Kaiser, the company offers products for preparation, cooking, food, beverages and baking for home use, while business customers, in particular from the restaurant and hotel industry, can choose from product lines for the preparation of coffee, the perfectly laid table and buffet under the brand names WMF, Schaerer, Curtis and Hepp. WMF products are available in more than 120 countries, and the company has over 6000 employees. In Germany, Austria and Switzerland, but also in the rest of Europe and worldwide, for example in China, WMF operates a total of around 350 own stores. The company was founded in Geislingen an der Steige in 1853 and became part of the French SEB Group at the end of 2016. For more information, visit www.wmf.com.

About Diebold Nixdorf

Diebold Nixdorf, Incorporated (NYSE: DBD) automates, digitizes and transforms the way people bank and shop. As a partner to the majority of the world's top 100 financial institutions and top 25 global retailers, our integrated solutions connect digital and physical channels conveniently, securely and efficiently for millions of consumers each day. The company has a presence in more than 100 countries with approximately 21,000 employees worldwide. Visit www.DieboldNixdorf.com for more information.

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