



Press Release

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FOR IMMEDIATE PUBLICATION:
July 15, 2025

Diebold Nixdorf Wins LSA Award for AI-powered Shrink Reduction Solution

NORTH CANTON, Ohio – Diebold Nixdorf (NYSE: DBD) has won the LSA Tech AI for Business award in the “AI for store teams” category for [Vynamic Smart Vision I Shrink Reduction](#), the company’s AI-powered solution that combats common sources of shrink in retail.

[LSA \(Libre Service Actualités\)](#) is a leading French publication specializing in the retail, distribution and consumer goods sectors. Their annual Tech AI for Business competition rewards the most innovative technological solutions for improving the efficiency of commercial operations, both in-store and in the back office. The award has a high strategic and symbolic importance in the French retail sector and recognizes a disruptive innovation that revolutionizes the self-service checkout experience, while meeting a strategic challenge for retailers: reducing shrink.

Since its introduction in France, the AI-powered solution has enabled a nearly 15% reduction in manual interventions by checkout staff in a single store. As a result, traffic flow at the checkout has improved and customer wait times reduced, all contributing to a better in-store experience for customers. The rate of incorrect transactions at the self-service checkouts has fallen from 3% to less than 1%. This significant improvement testifies to the ability of Smart Vision technology to identify anomalies, enabling consumers to rectify a transaction themselves and merchants to reduce financial losses.

Hervé Grelet, vice president retail France & EMEA at Diebold Nixdorf, said: "We are honored to receive this award, which recognizes our ongoing commitment to powerful and

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responsible innovation in retail. Dynamic Smart Vision I Shrink Reduction supports retailers with high-performance solutions that help them combat shrink without alienating their customers."

About LSA

LSA (Libre Service Actualités) is a leading French media outlet specializing in the retail, distribution, and consumer goods sectors. Founded in 1958, it offers in-depth coverage of market trends, strategic developments, product innovations, and regulatory changes that impact the retail industry. Through its weekly print magazine, daily online news platform, newsletters, and industry events, LSA serves as a key source of insight and analysis for professionals in supermarkets, e-commerce, FMCG, and logistics. Its prestigious awards (*Les Trophées LSA*) highlight innovation and excellence across the sector, reinforcing its role as a benchmark and opinion leader in the French retail landscape.

About Diebold Nixdorf

Diebold Nixdorf (NYSE: DBD), Incorporated, 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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