Diebold Implements Emerging Automated Secure Alarm Protocol (ASAP®)

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Computer-aided dispatch system ensures complete and accurate information transmission

NORTH CANTON, Ohio – Diebold, Incorporated (NYSE: DBD) has become one of the first leading security and alarm monitoring providers to implement a computer-aided dispatch system, Automated Secure Alarm Protocol (ASAP®), designed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials. The ASAP program is designed to standardize data exchanges between alarm monitoring companies and public safety answering points (PSAP), which can include emergency numbers for police, fire, ambulance, etc.
The ASAP program enables the automated transmission of initial alarm event notification by the Diebold Monitoring Center to the local PSAP, event status updates from the PSAP to Diebold, and additional bi-directional updates and communications between the two.

“With ASAP, priority alarm signals are processed within seconds, not minutes, ensuring that complete and accurate information is transmitted from the Diebold Monitoring Center to the PSAP every time,” said Damon Kanzler, Diebold electronic security, vice president, centralized services and business processes. “This time savings will improve dispatching services for Diebold customers while reducing the volume of time-consuming alarm calls to local PSAPs and increase our dispatcher productivity.”

An emerging, next generation protocol, ASAP is currently available in 11 U.S. cities/counties with five others in testing and more on the way. Diebold is integrating ASAP into its central station operations beginning with Richmond and Henrico County, Virginia in September, 2015. "We are excited to have Diebold now transmitting alarm activity through the network and look forward to their expansion into additional cities," said CSAA President Pamela J. Petrow.

About Diebold
Diebold (NYSE: DBD) provides the technology, software and services that connect people around the world with their money - bridging the physical and digital worlds of cash conveniently, securely and efficiently. Since its founding in 1859, Diebold has evolved to become a leading provider of exceptional self-service innovation, security and services to financial, commercial, retail and other markets.

Diebold has approximately 16,000 employees worldwide and is headquartered near Canton, Ohio, USA. Visit Diebold at **www.diebold.com** or on Twitter: **http://twitter.com/DieboldInc**.

Contact(s):

Renee Murphy	**Steve Virostek**
	Investor Relations
Email: renee.murphy@dieboldnixdorf.com	Email: steve.virostek@dieboldnixdorf.com
	Phone: 330-490-6319