



## Diebold, Junisphere Systems Collaborate To Enhance ATM Services

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*Partnership combines real-time ATM performance dashboard with remote monitoring and repair solution*

GLATTZENTRUM, Switzerland – Swiss financial institutions (FIs) are getting a better view of their self-service fleets and gaining greater remote automated teller machine (ATM) management capabilities through a new partnership between Diebold, Incorporated (NYSE: DBD) and Swiss IT solutions provider Junisphere Systems AG. The collaboration pairs Diebold's [OpteView® Resolve™](#) ATM availability management solution with Junisphere's eRanger™ real-time dashboard software to streamline ATM monitoring and enhance [managed services](#) delivery.

"Incorporating Diebold's remote diagnostics capabilities into our dashboard solution enables faster analyses and issue resolutions to promote greater ATM availability fleet-wide," said Martin Schneider, executive chairman, Junisphere. "We're delivering a highly effective tool for institutions to proactively manage their fleets, provide better service for their customers and reduce self-service channel management costs."

Promoting improved ATM uptime, the collaborative offering enhances the ability to proactively monitor and manage self-service networks from end-to-end. Junisphere's eRanger™ provides a detailed, real-time view of key performance indicators, including ATM status messages, across an institution's entire network. Diebold's OpteView Resolve solution enables remote diagnostics and repairs of ATM faults to get terminals back up and running as quickly as possible.

"Diebold's software and services offerings enable our customers to deliver a superior experience to the end consumer, through improved availability and proactive support on the ATM fleet," said [Bassem Bouzid](#), Diebold senior vice president and managing director, Europe, Middle East and Africa. "This partnership is a great reference for our managed services portfolio, that helps financial institutions identify self-service network issues faster, enhancing availability, so their customers can enjoy a seamless ATM experience."

### About Junisphere Systems AG

Junisphere Systems AG is an IT solutions provider headquartered in Switzerland. Junisphere makes sure that companies are able to proactively manage their critical business processes and IT services end-to-end and monitor them real-time. This improves service quality by 20%. For more information, visit [www.junisphere.net](http://www.junisphere.net).

### About Diebold

Diebold, Incorporated (NYSE: DBD) is a global leader in providing innovative self-service technology, security systems and related services. Diebold has approximately 16,000 employees worldwide and is headquartered near Canton, Ohio, USA. Visit Diebold at [www.diebold.com](http://www.diebold.com) or on Twitter: <http://twitter.com/DieboldInc>.

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