

Mashreq Bank Accelerates Branch Automation Journey with Diebold Nixdorf Technology and Software

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DUBAI, United Arab Emirates – Mashreq Bank, one of the first banks in the Middle East and a leading financial institution in the UAE, has partnered with Diebold Nixdorf, the leader in driving connected commerce, to streamline its in-branch cash cycle management processes by implementing the latest in teller automation technology across select UAE branches. The [innovative cash recycling systems](#) combined with multi-vendor software, enable Mashreq Bank to drive greater operational efficiencies, increase cash security and enhance the consumer experience with expedited service delivery.



“Adding the new teller automation solutions to our branches will better position us to deliver superior services for our customers,” said Aref Al Ramli, head of digital banking and innovation at Mashreq Bank. “The implementation of the teller technology and software is strategically designed to facilitate and cater to both our operational efficiency requirements as well as an improved consumer experience. Diebold Nixdorf’s quick and seamless implementation across our branches, helped us take an immediate step forward in line with our mission to make banking a personalized, convenient and secure experience for customers”.

Diebold Nixdorf’s under the counter teller automation technology serves as an integral part of the transaction process by automating the cash handling process, mitigating the security risk of exposed cash and detecting counterfeit notes. In addition, Diebold Nixdorf’s software enriches the teller service experience with its capabilities of real-time transaction posting.

“With the increasing consumer demand for fast and convenient transaction experiences, many financial institutions are moving away from handling cash manually to relying on automated in-branch teller systems for quicker and safer access to cash,” said Habib Hanna, Diebold Nixdorf managing director, Middle East. “Our cash cycle management solutions are ideal to help financial institutions like Mashreq Bank streamline efficiencies and automate cash management processes.”

About Mashreq Bank

Established in 1967, Mashreq is the oldest Bank in the UAE with award winning financial solutions and services. Throughout its 50 years' history, Mashreq has differentiated itself through innovative financial solutions, making it possible for its customers to achieve their aspirations. Today, Mashreq has a significant presence in 11 countries outside the UAE with 21 overseas branches and offices across Europe, USA, Asia and Africa.

Mashreq launched its new Vision and Mission recently, outlining its commitment towards its clients, colleagues and the community. In line with its new Vision to be the region's most progressive bank, Mashreq leverages its leadership position in the banking industry to enable innovative possibilities and solutions for its customers across Corporate, Retail, International, Treasury and Islamic Banking. Mashreq is proud to be the first financial institution in the UAE to be awarded the Gallup Great Workplace Award for four consecutive years from 2014-2017. Mashreq also continues to invest in recruiting, training and developing future generations of UAE National bankers.

About Diebold Nixdorf

Diebold Nixdorf, Incorporated (NYSE: DBD) is a world leader in enabling connected commerce for millions of consumers each day across the financial and retail industries. Its software-defined solutions bridge the physical and digital worlds of cash and consumer transactions conveniently, securely and efficiently. As an innovation partner for nearly all of the world's top 100 financial institutions and a majority of the top 25 global retailers, Diebold Nixdorf delivers unparalleled services and technology that are essential to evolve in an 'always on' and changing consumer landscape.

Diebold Nixdorf has a presence in more than 130 countries with approximately 24,000 employees worldwide. The organization maintains corporate offices in North Canton, Ohio, USA and Paderborn, Germany. Visit www.DieboldNixdorf.com for more information.

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