Diebold Nixdorf

Investor Presentation

September 2020



Use of non-GAAP Financial Information

To supplement our condensed consolidated financial statements presented in accordance with GAAP, the company considers certain financial measures that are not prepared in accordance with GAAP, including non-GAAP results, adjusted diluted earnings per share, free cash flow/(use), net debt, EBITDA, adjusted EBITDA and constant currency results. The company calculates constant currency by translating the prior year results at the current year exchange rate. The company uses these non-GAAP financial measures, in addition to GAAP financial measures, to evaluate our operating and financial performance and to compare such performance to that of prior periods and to the performance of our competitors. Also, the company uses these non-GAAP financial measures in making operational and financial decisions and in establishing operational goals. The company also believes providing these non-GAAP financial measures to investors, as a supplement to GAAP financial measures, helps investors evaluate our operating and financial performance and trends in our business, consistent with how management evaluates such performance and trends. The company also believes these non-GAAP financial measures may be useful to investors in comparing its performance to the performance of other companies, although its non-GAAP financial measures are specific to the company and the non-GAAP financial measures of other companies may not be calculated in the same manner. We provide EBITDA and Adjusted EBITDA because we believe that investors and securities analysts will find EBITDA and adjusted EBITDA to be useful measures for evaluating our operating performance and comparing our operating performance with that of similar companies that have different capital structures and for evaluating our ability to meet our future debt service, capital expenditures and working capital requirements. We are also providing EBITDA and adjusted EBITDA in light of our credit agreement and the issuance of our 8.5% senior notes due 2024. For more information, please refer to the section, “Supplemental Schedules.”

Forward-looking Statements

This document contains statements that are not historical information are “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding the potential impact of the ongoing coronavirus (COVID-19) outbreak, anticipated revenue, adjusted EBITDA and free cash flow, future liquidity and financial position. Statements can generally be identified as forward looking because they include words such as "believes," "anticipates," "expects," "could," "should" or words of similar meaning. Statements that describe the company's future plans, objectives or goals are also forward-looking statements. Forward-looking statements are subject to assumptions, risks and uncertainties that may cause actual results to differ materially from those contemplated by such forward-looking statements. The factors that may affect the company's results include, among others: the ultimate impact of the ongoing coronavirus (COVID-19) outbreak; the ultimate impact of the appraisal proceedings initiated in connection with the implementation of the domination and profit and loss transfer agreement with Diebold Nixdorf AG and the merger squeeze-out; the company's ability to achieve benefits from its cost-reduction initiatives and other strategic initiatives, such as DN Now, including its planned restructuring actions, as well as its business process outsourcing initiative; the success of the company’s new products, including its DN Series line; the company's ability to comply with the covenants contained in the agreements governing its debt; the ultimate outcome of the company’s pricing, operating and tax strategies applied to former Diebold Nixdorf AG and the ultimate ability to realize cost reductions and synergies; the changes in political, economic or other factors such as interest rates, currency exchange rates, inflation rates, recessionary or expansive trends, taxes and regulations and laws affecting the worldwide business in each of the company's operations; interest rate foreign currency exchange rate fluctuations, including the impact of currency devaluations in countries experiencing high inflation rates; changes in political, economic or other factors such as currency exchange rates, inflation rates, recessionary or expansive trends, taxes and regulations and laws affecting the worldwide business in each of the company's operations; the company’s reliance on suppliers and any potential disruption to the company’s global supply chain; the impact of market and economic conditions, including any additional deterioration and disruption in the financial and service markets, including the bankruptcies, restructurings or consolidations of financial institutions, which could reduce our customer base and/or adversely affect our customers' ability to make capital expenditures, as well as adversely impact the availability and cost of credit; interest rate and foreign currency exchange rate fluctuations, including the impact of possible currency devaluations in countries experiencing high inflation rates; the acceptance of the company's product and technology introductions in the marketplace; competitive pressures, including pricing pressures and technological developments; changes in the company's relationships with customers, suppliers, distributors and/or partners in its business ventures; the effect of legislative and regulatory actions in the United States and internationally and the company’s ability to comply with government regulations; the impact of a security breach or operational failure on the company's business; the company's ability to successfully integrate other acquisitions into its operations; the company's success in divesting, reorganizing or exiting non-core and/or non-accretive businesses; the company's ability to maintain effective internal controls; changes in the company's intention to further repatriate cash and cash equivalents and short-term investments residing in international tax jurisdictions, which could negatively impact foreign and domestic taxes; unanticipated litigation, claims or assessments, as well as the outcome/impact of any current/pending litigation, claims or assessments; the investment performance of the company's pension plan assets, which could require the company to increase its pension contributions, and significant changes in healthcare costs, including those that may result from government action; and the amount and timing of repurchases of the company's common shares, if any; and other factors included in the company's filings with the SEC, including its Annual Report on Form 10-K for the year ended December 31, 2019, its Quarterly Report on Form 10-Q for the quarterly period ended March 31, 2020 and in other documents that the company files with the SEC. You should consider these factors carefully in evaluating forward-looking statements and are cautioned not to place undue reliance on such statements. The company assumes no obligation to update any forward-looking statements, which speak only to the date of this release.

Diebold Nixdorf



Key Investment Highlights

DN and Connected Commerce

We are shaping the future of banking and shopping experiences



Banking Solutions

- Branch Transformation
- Cash Cycle Management
- End-to-End Security
- Digital Banking
- Consumer Centric Experiences

($M)	TTM[1]	% of total
Banking Revenue	$2,983	74%



Retail Solutions

- Checkout Automation
- Store Lifecycle Mgmt.
- Digital Innovations
- Consumer Engagement & Loyalty
- Storevolution

($M)	TTM[1]	% of total
Retail Revenue	$1,049	26%

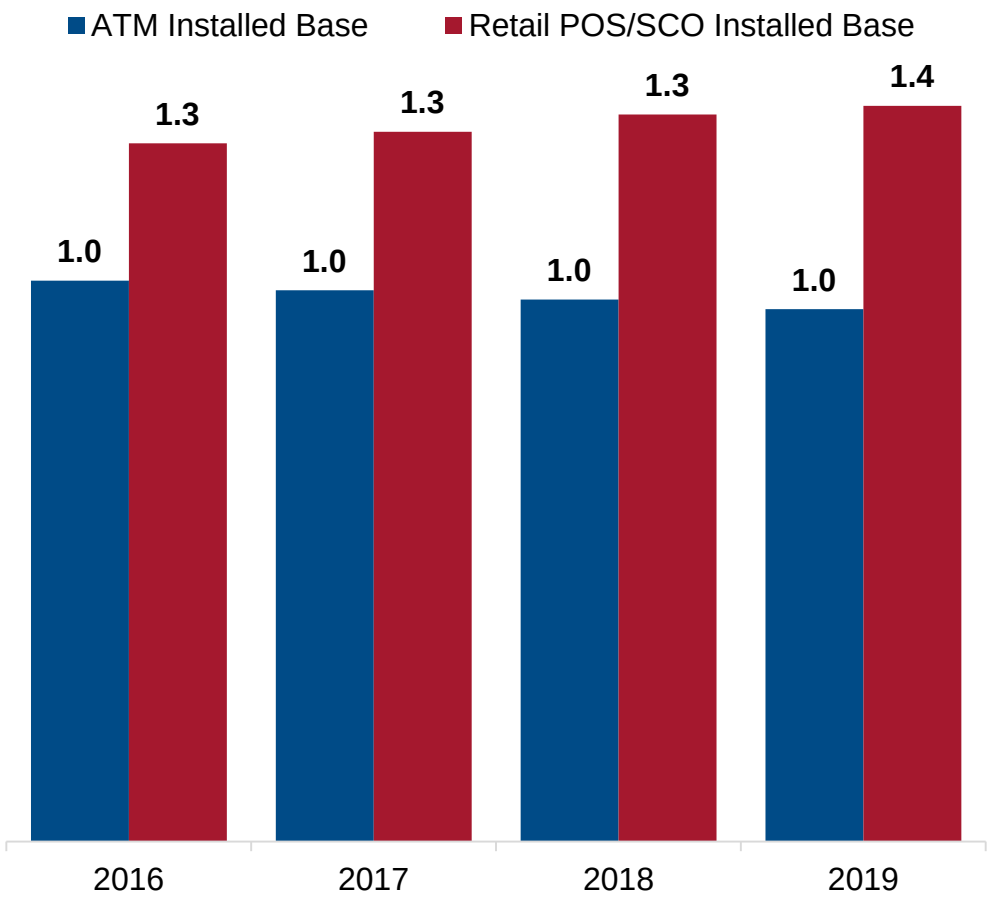
Source: Company filings
[1] Trailing twelve months ended June 30, 2020

Investment Highlights

1. **Stable industry supports a durable and resilient business model**
2. **Industry leader in Connected Commerce: #1 ATM footprint globally and #1 retail footprint in Europe**
3. **Critical partner in a key customer delivery channel for financial institutions and retail enterprises**
4. **Stable revenue underpinned by recurring services business and industry-leading software practice**
5. **Committed to deleveraging to a long-term target of ~3x TTM adj. EBITDA**
   No material maturities until November, 2023
6. **Concrete DN Now levers are driving meaningful growth in profitability and free cash flow**

1 Durable Business Model

Diebold Nixdorf Global Installed Base (millions)



Source: RBR 2020, Global ATM Market and Forecasts to 2025 and RBR 2020, Global EPOS and Self-Checkout

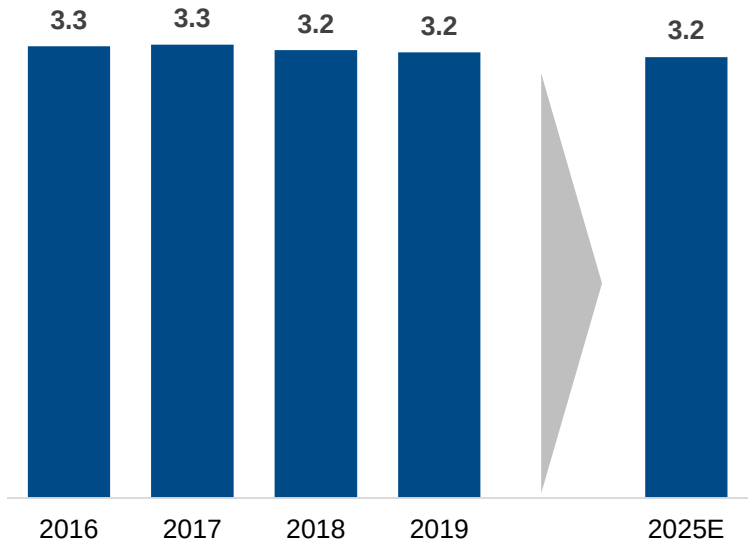
1) Percentage in countries where Diebold Nixdorf operates with a direct service presence
2) Non-GAAP metric
3) Excluding divestitures

Services & Software Resiliency

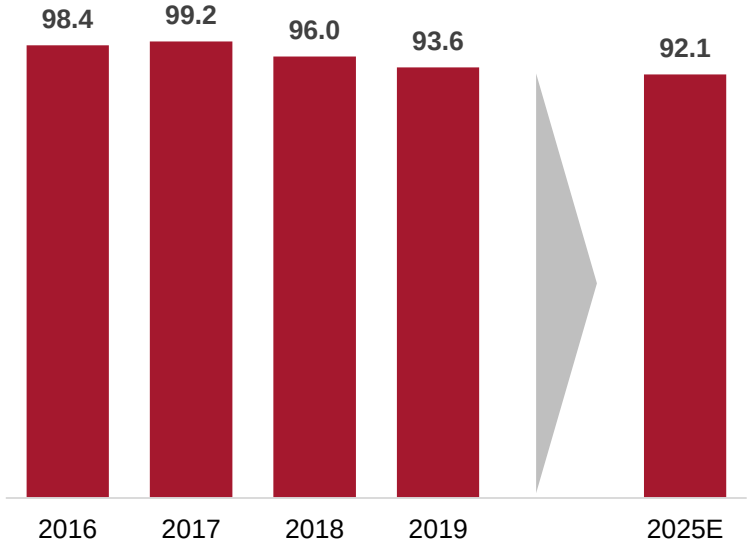
- ~63% of TTM revenue generated by Services & Software
- ~85% of ATM installed base is under service contract[1]
- >95% global services contract renewal rate
- 470bps YoY Services Gross Margin[2] expansion in Q2-20
  940bps YoY Software Gross Margin[2] expansion in Q2-20
- Transitioning to a Managed Service model, representing ~10% of service revenue[3]

1 Stable ATM Industry

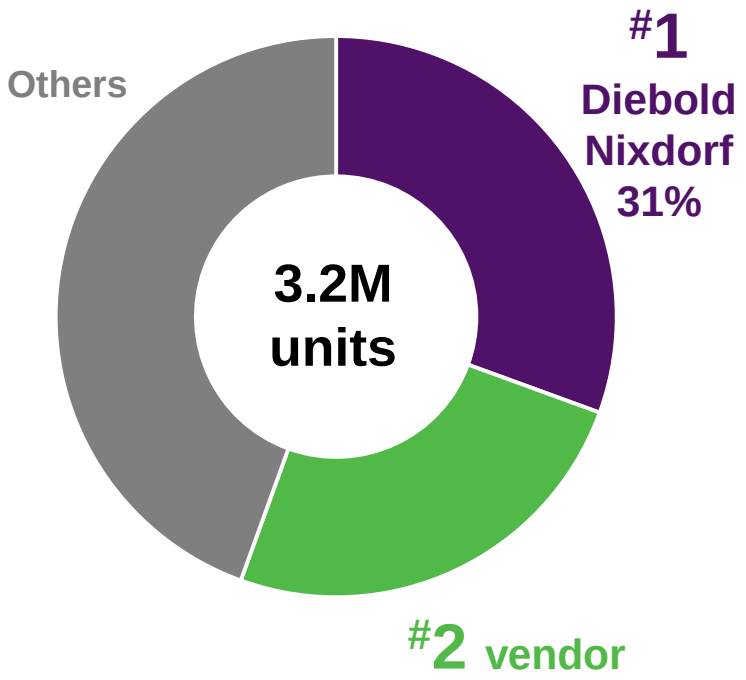
Global ATM Installed Base (millions of units)



Global Annual Cash Withdrawals (billions of withdrawals)



2019 Global Installed Base Market Share



Annual ATM shipments are projected to be **>300K through 2025**

Source: RBR 2020, Global ATM Market and Forecasts to 2025

1 ATMs are a Critical Delivery Channel

DN Banking Customers' Growth Vectors

DEMAND FOR PHYSICAL CURRENCY

~$18 trillion
Cash/check transactions annually[1]

43B US$ & 23B €
notes in circulation (volume)[2]

4% - 6% CAGR
USD and EUR note circulation growth[2]

ATM servicing deemed essential and cash usage remains critical through COVID-19

FINANCIAL INCLUSION

1.7 billion
adults do not have a bank account[3]

The World Bank Group is working with
more than 20 countries
to support the design or implementation of National Financial Inclusion Strategies or Action Plans

NATURAL REFRESH CYCLE

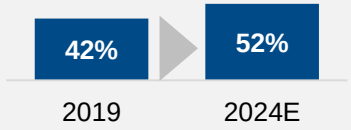
~7 to 10 year
refresh cycle on ATMs

Refresh cycle partially accelerated by Windows 10 upgrade in 2019

Older machines cannot support changing consumer expectations (e.g. touchless withdrawals), government-mandated or other security-related features and have lower availability

BRANCH TRANSFORMATION

Automated deposit ATM deployment as a % of total ATMs installed [4, 5]

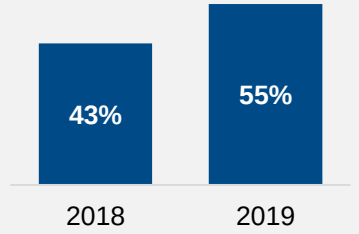


Banks reducing physical footprint in a post-COVID world

Increasing ATM functionality and automation driving reduced overall cost of physical infrastructure

EXPANDED TRANSACTION SET

Cardless cash withdrawal function deployed as a % of total ATMs installed, increased YoY[4]



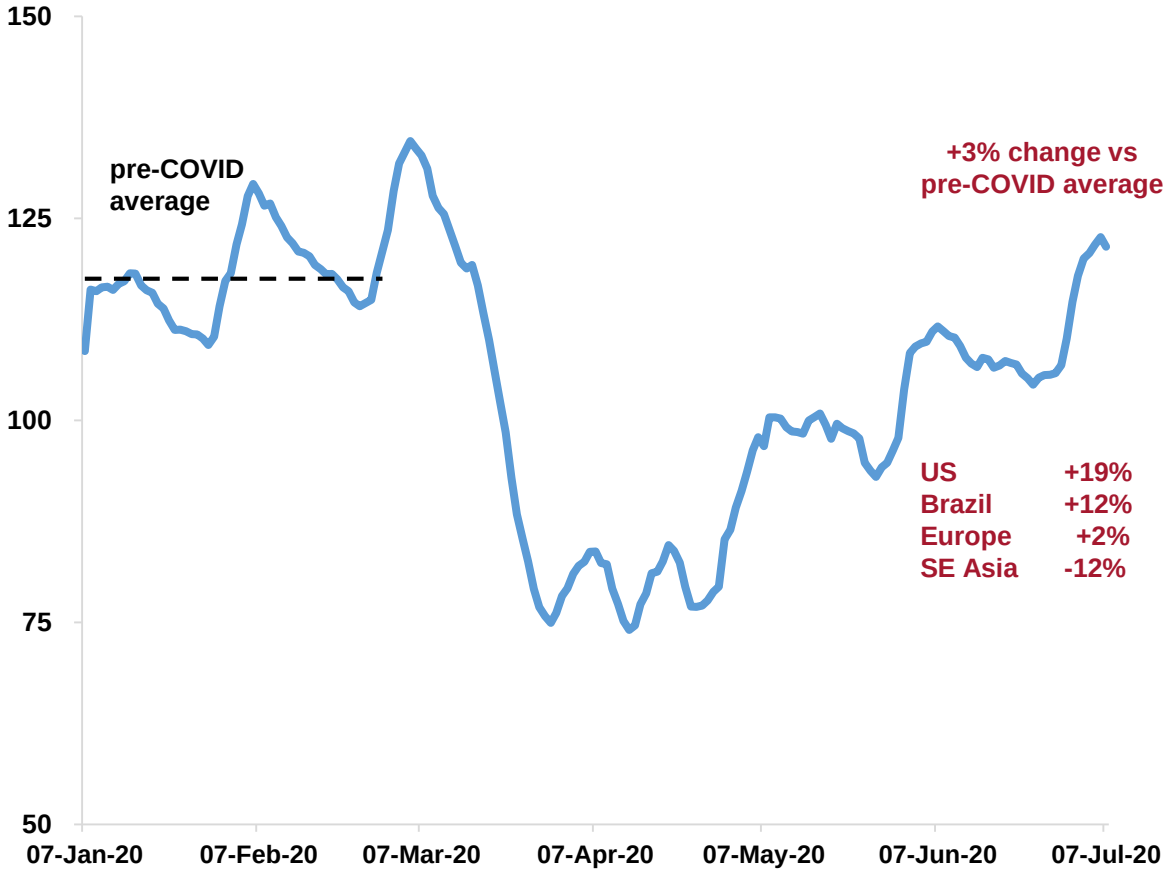
DN is at the forefront of providing innovative Connected Commerce solutions

Source: RBR 2020, Global ATM Market and Forecasts to 2025
[1] Visa Inc. investor presentation from Feb 11, 2020
[2] U.S. Federal Reserve and ECB Statistical Data Warehouse
[3] World Bank-Global Findex Database
[4] RBR 2019, Deposit Automation and Recycling 2019, data for 52 major ATM markets
[5] RBR 2020, Global ATM market and forecasts to 2025

1 Demand for Self-service Transactions Is Returning to Pre-COVID levels

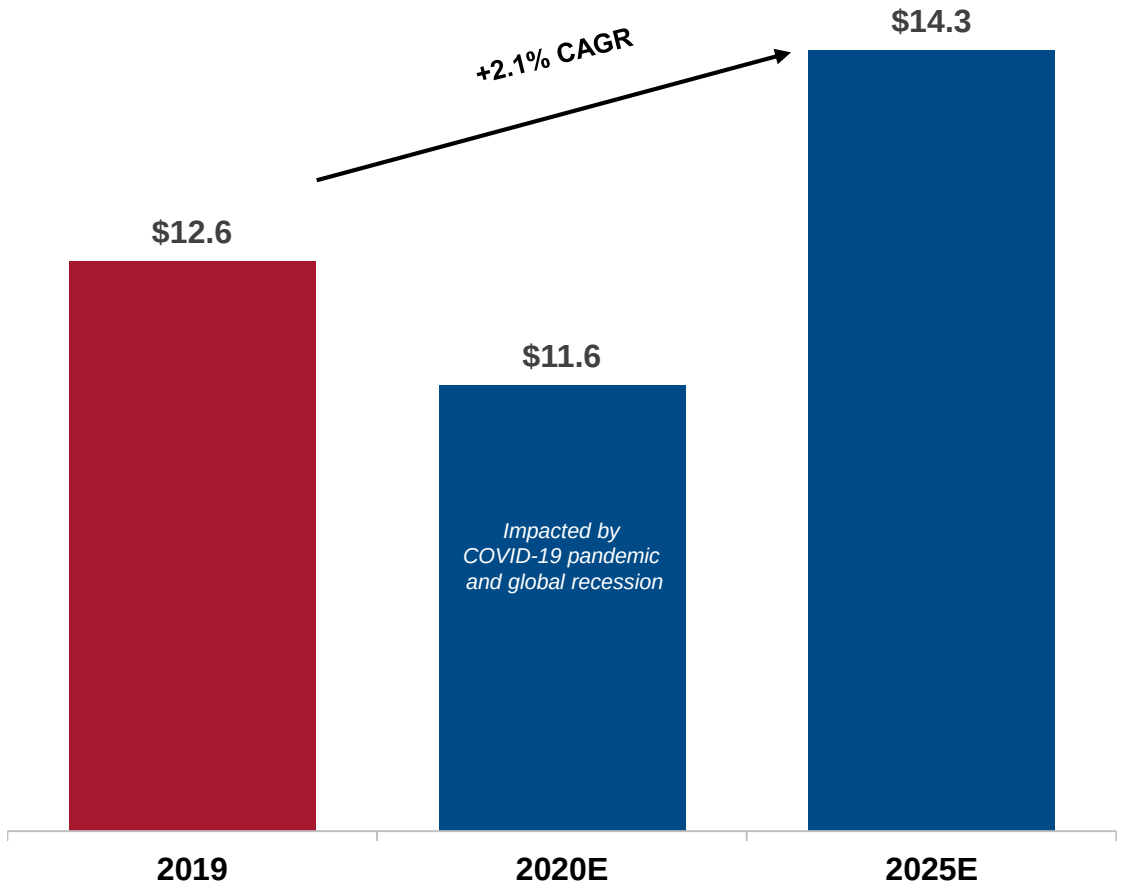
Sample ATM Transaction Activity[1]

Trailing 7-day average number of transactions per device



Global Cash Withdrawals[2]

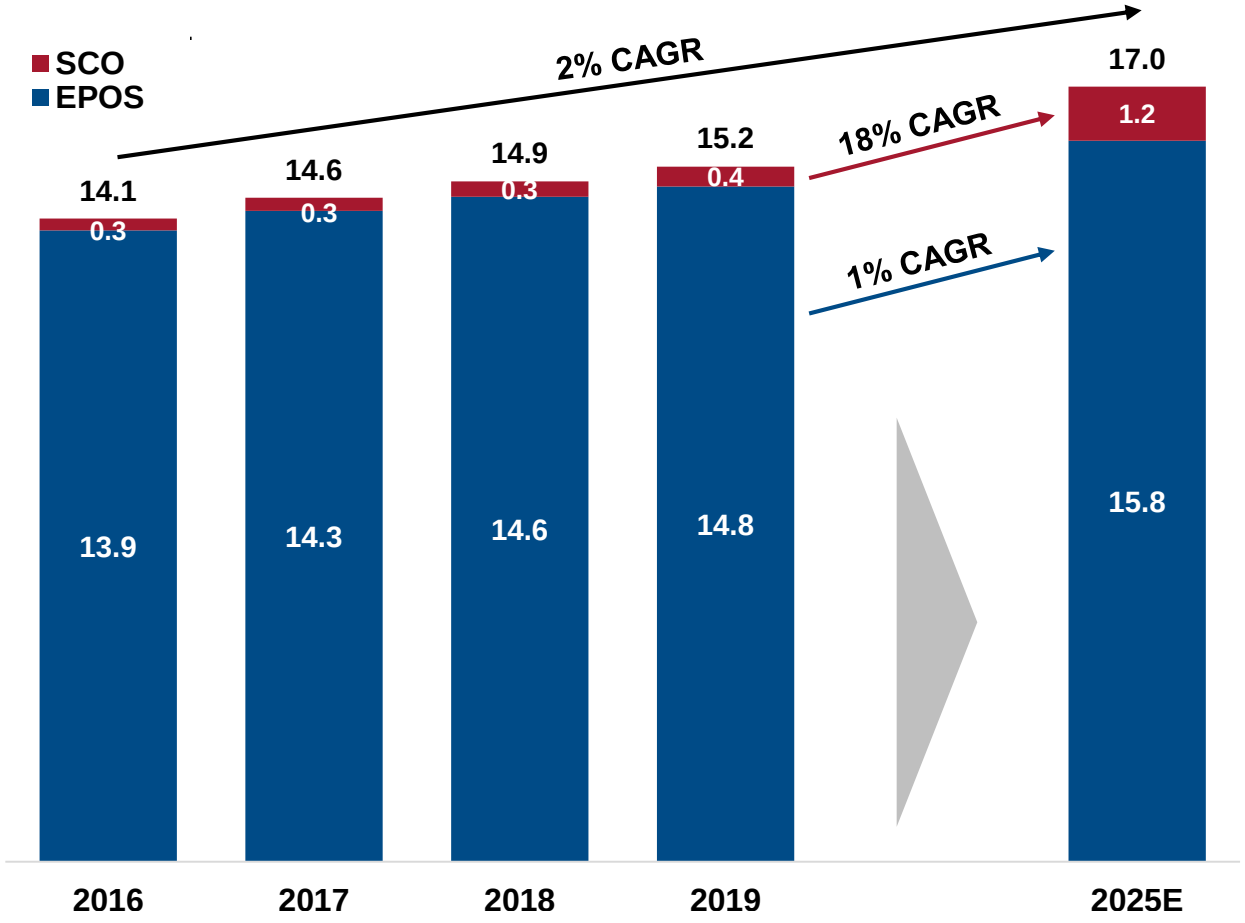
($T)



1) Source: Diebold Nixdorf transaction data from ~50,000 ATMs located in the US, Europe, SE Asia and Brazil.
2) Source: RBR 2020, Global ATM Market and Forecasts to 2025

1 Growing Installed Base of Retail Checkout Units

Global Installed Base[1] (millions of units)



Key Drivers

- Installed base increased across all geographic regions in 2019
- Re-purposing of the physical store, reformulation of customer journeys and continued pursuit of operational efficiencies
- Projecting ~2% CAGR for Installed Base and shipments through 2025 with SCO out-pacing POS
- Cloud and web-based POS solutions with SaaS platforms have gained traction among large and SMB retailers

Source: RBR 2020, Global EPOS and Self-Checkout

1) Total installed base includes Electronic Point-of-Sale ("EPOS") and Self Check-out ("SCO") units

1 Retailers Are Investing to Meet Changing Customer Demands

DN Retail Customers' Growth Vectors

CONSUMER CONNECTEDNESS

Consumers use of mobile phones[1] while in stores:

~47% for discounts/coupons

~43% for product information

~37% for price comparisons

~31% for product reviews

RE-PURPOSING THE PHYSICAL STORE

~90%

of global transactions occur in physical stores[2]

5.4%

expected increase in global store spend on IT and technology in 2020[3]

Shipments of SCO units accelerating through COVID-19 as retailers look to further implement social distancing in-store

PERSONALIZATION AND ENGAGEMENT

~29%

of retailers plan to spend on technology to personalize the shopping experience[4]

STORE EXPERIENCES

~58%

Of shoppers believe Self-Checkout improves store experience[5]

DN is at the forefront of providing innovative solutions to retailers

1) PYMNTS.com, May 2019
2) Deloitte Global Powers of Retailing 2018
3) Zebra: Reinventing the Supply Chain
4) RIS/IHL 16th Annual Store Experience Study, 2019
5) Zebra Technologies 12th Annual Global Shopper Survey

2 The Global Leader in Connected Commerce

Largest global ATM installed base[1] with 31% market share[1]

#1 ATM multivendor monitoring software[2]

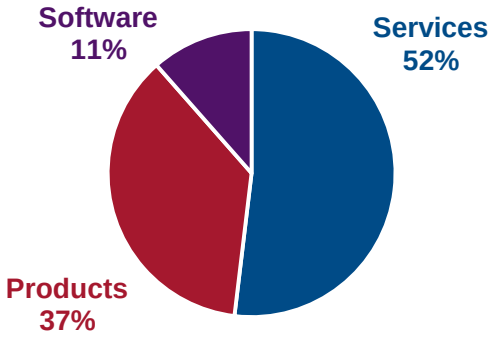
#1 Retail footprint in Europe[3]

#1 Global self-ordering kiosk supplier with 19% share[4]

~$4.0 billion in revenue[5]

Over 100 countries

Diversified revenue[5]



AMERICAS BANKING

~37%
of revenue

RETAIL

~26%
of revenue

EURASIA BANKING

~37%
of revenue

1) RBR 2020, Global ATM Market and Forecasts to 2025
2) RBR 2018, ATM Software
3) RBR 2020, Global EPOS and Self-Checkout
4) RBR 2020, Global Self-Ordering Kiosks
5) Revenue for the twelve months ended June 30, 2020

3 Key Partner to Financial Institutions

Banking – Business at a Glance

#1 in **ATMs installed globally**[1]



~$3.0 billion in annual revenue[2]

#1 in Automated Deposit Terminals (ADT) installed globally[5]

Serving a majority of the **top 100** Financial Institutions Globally

#1 ATM multivendor monitoring software[4]

~31% Global market share[1] for ATMs

Ranked #8 according to the **2019** IDC Financial Insights FinTech Ranking[3]



Diebold Nixdorf has global brand name banking clients

citi, BBVA Bancomer, usbank, Westpac, Posteitaliane, YapıKredi, Santander, Banco do Brasil, KeyBank, Emirates NBD, Fifth Third Bank, DBS Bank

1) RBR 2020, Global ATM Market and Forecasts to 2025
2) For the twelve months ended June 30, 2020
3) IDC Financial Insights 2019 FinTech Rankings
4) RBR 2018, ATM Software 2018
5) RBR 2020, Deposit Automation and Recycling 2019

3 Key Partner to Retail Enterprises

Retail – Business at a Glance



24 of **Top 25** European retailers are customers



#1 in **Retail Systems** in Europe[1]



~$1.0 billion in annual revenue[2]

#2 in Europe in retail software license sales[3]

Self-checkout installations in > **50 countries** across > **150 retailers**

~1.3M **EPOS systems installed worldwide**[1]

10 of 10 Global Fortune 500 petroleum companies are Diebold Nixdorf customers

#1 in the global market for self-ordering kiosks[4]



Diebold Nixdorf has global brand name retail clients

TESCO · IKEA · DELHAIZE · Triumph · DAVE & BUSTER'S · SHELL · SWISSLOS · OBI · MARKS & SPENCER

1) RBR 2020, Global EPOS and Self-checkout
2) For the twelve months ended March 31, 2020
3) RBR 2019 Global POS Software – POS software licenses iBase for General Merchandise mid-2019
4) RBR 2020, Global Self-ordering Kiosks

4 Industry Leading Services Portfolio Underpins Recurring Revenue

DN AllConnect Services™

~13,000 SERVICE EXPERTS
Service Techs
Project Management
Service Desk

CONNECTED SERVICE PLATFORM
Monitoring Dispatch
Global Data Engine
Analytics

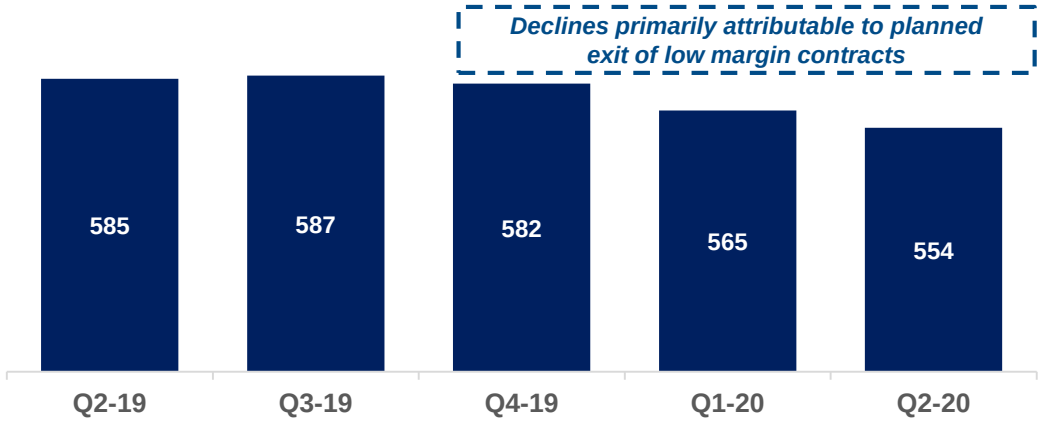
ATM/POS/SCO
Installation
First & Second Line Maintenance

BRANCH & STORE OPERATIONS
End-to-End Process Outsourcing

ATM & STORE AS A SERVICE
Business Process Management

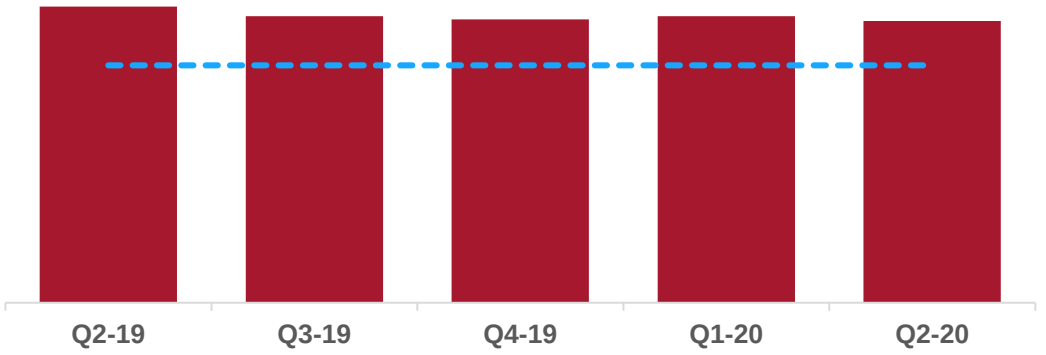
MOBILITY SOLUTIONS
Business Process Management

ATM Service Contract Base[1] (thousands)



Line of sight on ~2/3rd of revenue at start of fiscal year

TTM Service Renewal Rates[2]



Leading global services offering enables >**95% renewal rate**

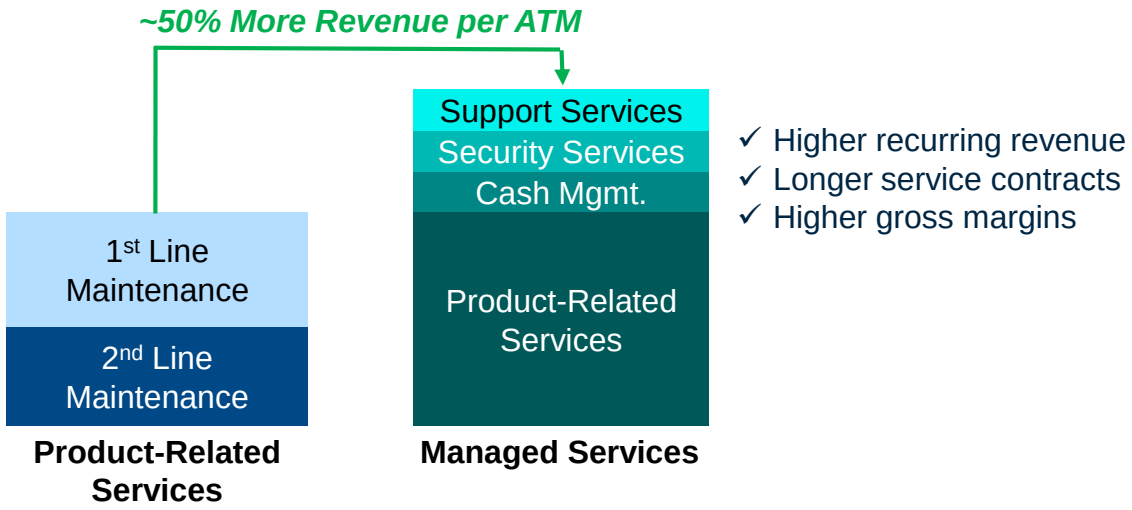
1) Trailing 12-month calculation of total contract value (US$) of successful service renewals divided by total contract value (US$) of contracts up for renewal
2) Contract base for cash-based products under 2nd line maintenance or managed service contract; excludes ~35,000 units which have been deconsolidated following DN's change in its China joint venture ownership in Q2-2020

4 Managed Services Increases Addressable Opportunity

Managed Service Capabilities

- Trusted relationships with financial institutions and retailers
- ~13,000 service experts delivering strong service levels
- Strong engineering capabilities incl. cloud-based IoT AllConnect Data Engine
- DN Vynamic software IP improves self-service capabilities, security and monitoring
- Partnering for non-core capabilities (e.g. cash-in-transit and transaction processing)

Incremental Revenue Opportunity & Profit Pools



Recent Managed Service Wins

Date	Description
7/30/2020	Secured **a new, three-year products and managed service contract with A.S. Watson,** the world's largest international health & beauty retailer with over 15,700 stores
06/10/2020	**Partnering with bank99 AG** on multi-year contract **valued at >$20 million** to set up and manage digital self-service
05/05/2020	**Secured a new, five-year managed services contract with Delhaize**, the second-largest food retailer in Belgium, for monitoring, help desk and incident follow-up.
02/13/2020	**Belgian banking joint venture JoFiCo** chooses Diebold Nixdorf as its sole partner for ATM-as-a Service
11/25/2019	**Heritage Bank and Diebold Nixdorf sign five-year services agreement** to make **s**elf-service channels more agile, efficient and secure
07/17/2019	**Diebold Nixdorf** implements enhanced software and security solutions across First Horizon's fleet of self-service devices
05/16/2019	**Diebold Nixdorf to manage** entire self-service fleet of Sparkasse Hannover

Note: Size of bars are not necessarily representative of relative revenue / profit pool

4 Industry Leading Software Portfolio Enables Competitive Moat

Diebold Nixdorf software powers financial and retail institutions globally

DN Vynamic™



The industry's first end-to-end connected commerce software portfolio

VYNAMIC CONNECTION POINTS
World leading self-service application software

VYNAMIC STORE/BRANCH TRANSFORMATION
Automation tools to converge channels

VYNAMIC DIGITAL
Open, future proof retail and banking solutions for the modern era

VYNAMIC ENGAGEMENT
Personalization and customization tools

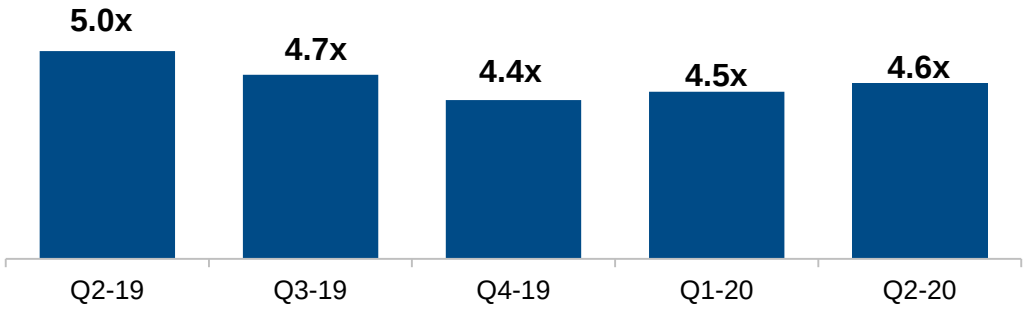
VYNAMIC OPERATIONS
End-to-end security and management for your network

VYNAMIC PAYMENTS
Modernized payments and processing ecosystems

5 Committed to Deleveraging

Paid down term loan debt by ~$105M in 2019 and ~$70M YTD through June 30, 2020
Committed to deleveraging to a long-term target of ~3x LTM adj. EBITDA

Leverage Ratio[1] and Deleveraging Highlights



- ✓ Improved net working capital[3] as a percent of TTM revenue from 17.7% in Q2-19 to 15.4% Q2-20
- ✓ Successful $1.1 billion refinancing in July, 2020
- ✓ Divested six non-core businesses: SecurCash, Kony, Bankberatung, Projective, Portavis and Cryptera
- ✓ Consolidated joint ventures in China

Accomplishments[2]

- ✓ Target operating model - exited ~1,500 associates
- ✓ Broad-based operating and profitability improvements from Services Modernization Plan (“SMP”)
- ✓ Upgraded over 150K ATMs with new hardware/software
- ✓ Closed manufacturing facilities and exited Venezuela
- ✓ Streamlined ATM lineup by 30% in 2019
- ✓ Reduced office space by 10% in 2019

Future Actions

- ➢ Continue execution of Services Modernization Plan
- ➢ Targeted investments in software and managed services
- ➢ Successful certification and launch of DN Series
- ➢ Follow through on meaningful reductions to G&A expense
- ➢ Incremental cost actions due to COVID-19
- ➢ Continue harvesting of net working capital
- ➢ Accelerate digital/cloud transformation with Accenture

1) Leverage ratio is defined as net debt divided by trailing 12-months adjusted EBITDA
2) From program inception through June 30,2020
3) Net working capital is the sum of the trade receivables and inventories less accounts payable divided by trailing 12 months (TTM) GAAP revenue

Transformation Update

On track to deliver commitments to savings, and adding more opportunities

Timeline for completion	2019	2020	2021	
Operational Excellence	✓			Streamline operating model
		✓		Simplify product portfolio & manufacturing footprint
			✓	Services modernization plan
			✓	Harvest G&A efficiencies
			Complete in 2023	Digital transformation with Accenture
Enhance Customer Solutions			✓	Deploy DN Series
			✓	Implement AllConnect Data Engine
			✓	Software excellence
Optimize the Balance Sheet		✓		Efficient net working capital
		✓		Non-core divestitures - high quality revenue
		✓		Opportunistic cost of capital actions

Benefits

- Gross savings ~$470M through 2021, inclusive of ~$30M of $50M of incremental savings announced June 19, 2020
  - $175M achieved in 2019
  - $130M expected in 2020
- Proven foundation for DN's operational rigor during the crisis
- Higher quality revenue
- More sustainable cash flows
- Reducing leverage
- Improving customer satisfaction

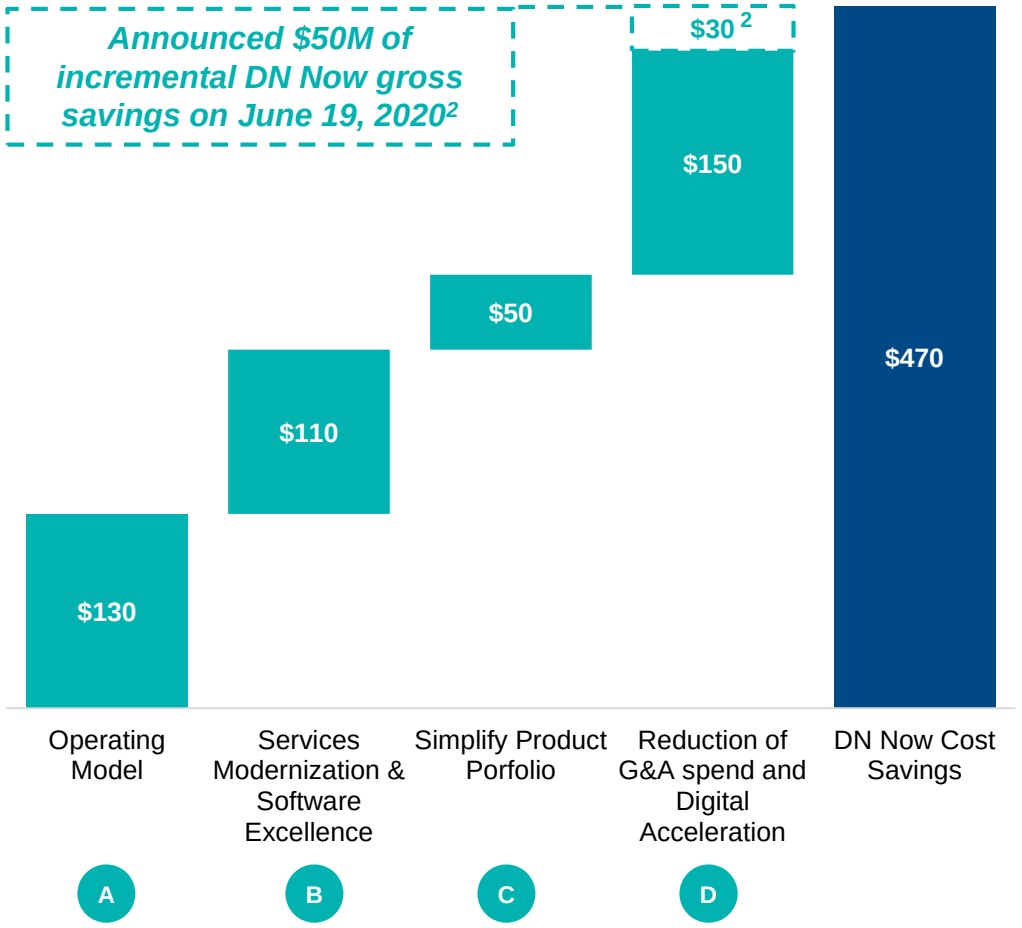
Diebold Nixdorf



DN Now Transformation

DN NOW Actions Expected to Deliver ~$470M Gross Savings by end of 2021

Gross Savings[1] ($ in millions)



Implementation Stage

A — Streamlined Operating Model:
- Global workforce aligned with demand
- More agile decision-making
- More efficient processes

B — Services Modernization Program & Software Excellence:
- Enhance professional services delivery by optimizing resources and improving pre-sales scoping
- Simplify software offerings and leverage AllConnect Data Engine
- Place a greater emphasis on software development effectiveness

C — Simplify Product Portfolio:
- ~30% fewer ATM models and optimize manufacturing footprint
- Shorter lead times and reduce platform complexity
- Launch new DN Series – next generation of banking solutions

D — Reduction of G&A spend and Digital Acceleration:
- Leverage shared services and automation for finance
- Optimize legacy IT platforms
- Rationalize third party spend via procurement analytics
- Consolidate real estate and change how we work

1) All numbers are approximate
2) Reflects $30M of savings expected by 2021 out of total $50M expected via Accenture partnership announced on June 19, 2020

A DN NOW Operating Model Changes Delivered ~$130M Savings[1]

Customer-Centric Model

- **Implemented in September 2018**
- **Agreements reached with several European Works Councils**
- **Incentivized more agile decision-making & collaboration**
- **Workforce alignment benefits realized in Q4-18 and 2019**
- **Workforce reduction of ~1,500**



1) Expected gross run-rate cost savings of ~$130M through the year 2021

Services Modernization Plan

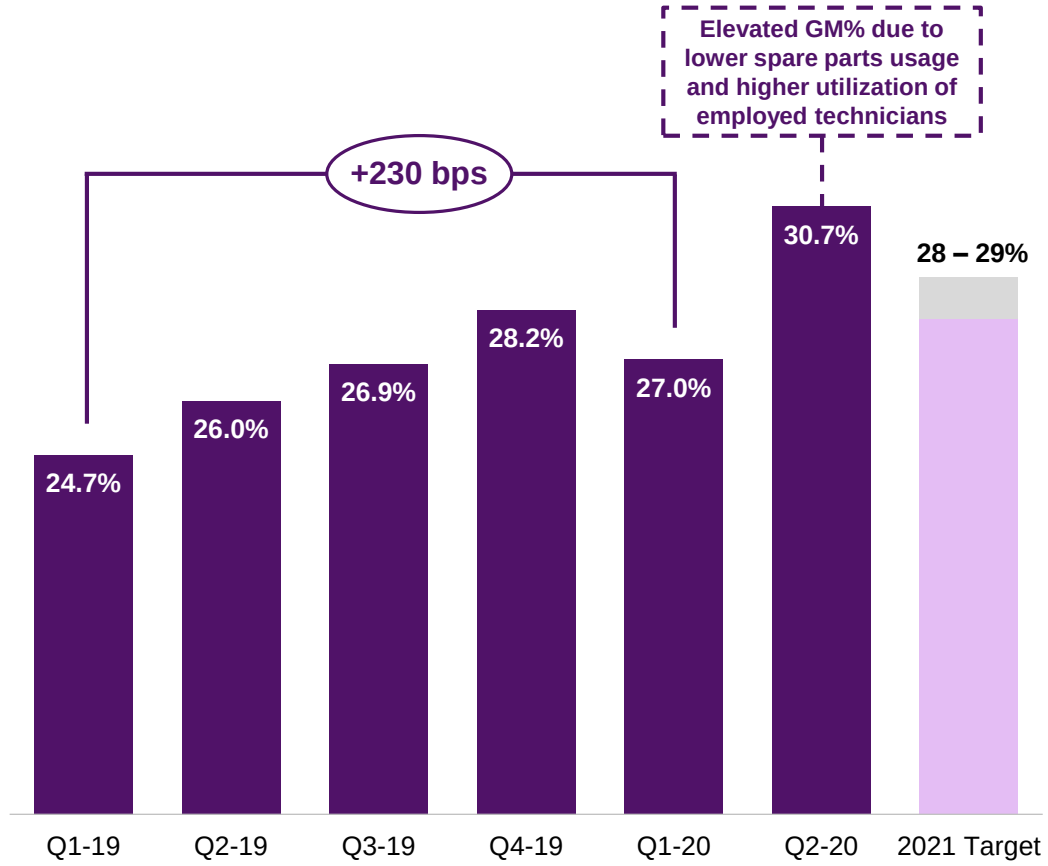
Key Actions

- **Automating incident reporting & response**
- **Standardizing processes**
- **Upgrading customer touchpoints (ATM or POS)**

2020 Priorities

- ✓ Continue Services Modernization activities
- ✓ Grow retail self-checkout services business with higher attach rates
- ✓ Leverage AllConnect Data Engine to improve operational efficiencies and service levels

Services Gross Margin[1]

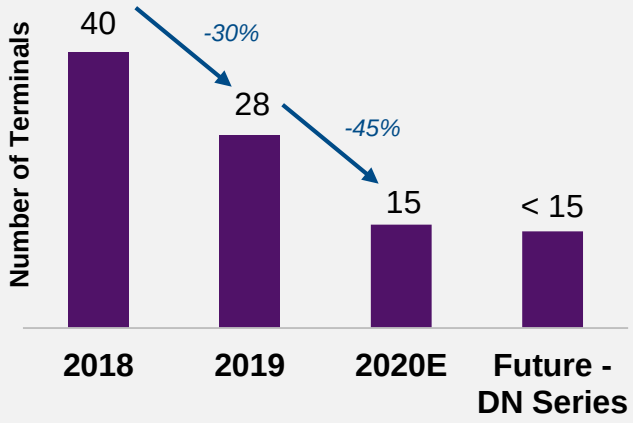


1) Non-GAAP metric

Simplify the Product Portfolio and Deploy DN Series™

Simplify Product Portfolio

- Optimizing ATM lineup to streamline the supply chain and shorten lead times



- Optimize manufacturing footprint
  - ✓ Consolidation of sub-scale facilities
  - ✓ Shifting production to lower cost locations

DN Series



Receiving very strong customer feedback for DN Series ATM's

- ✓ **Modular and upgradeable**
- ✓ **Intelligent use of sensor technology & machine learning (AllConnect Data Engine)**
- ✓ **Higher capacity cassettes in a smaller footprint**
- ✓ **Improved physical and digital security features with increased branding options**

~40 certification projects are complete

~450 projects underway in ~50 countries

Approximately 8,000 units in service

AllConnect Data Engine - A New Dimension in ATM Services



GATHER

Device-level data is extracted from the modules.
PCI compliant, as no customer data is accessed



UPLOAD TO CLOUD

Push notifications allow for one-way communication from terminal to DN Service network



CORRELATE

Data correlated and analyzed



ACT

Real time, actionable insights to influence predictive and prescriptive actions via “call enrichment”

DN AllConnect Services^{SM} is key to our DN Series^{TM} platform

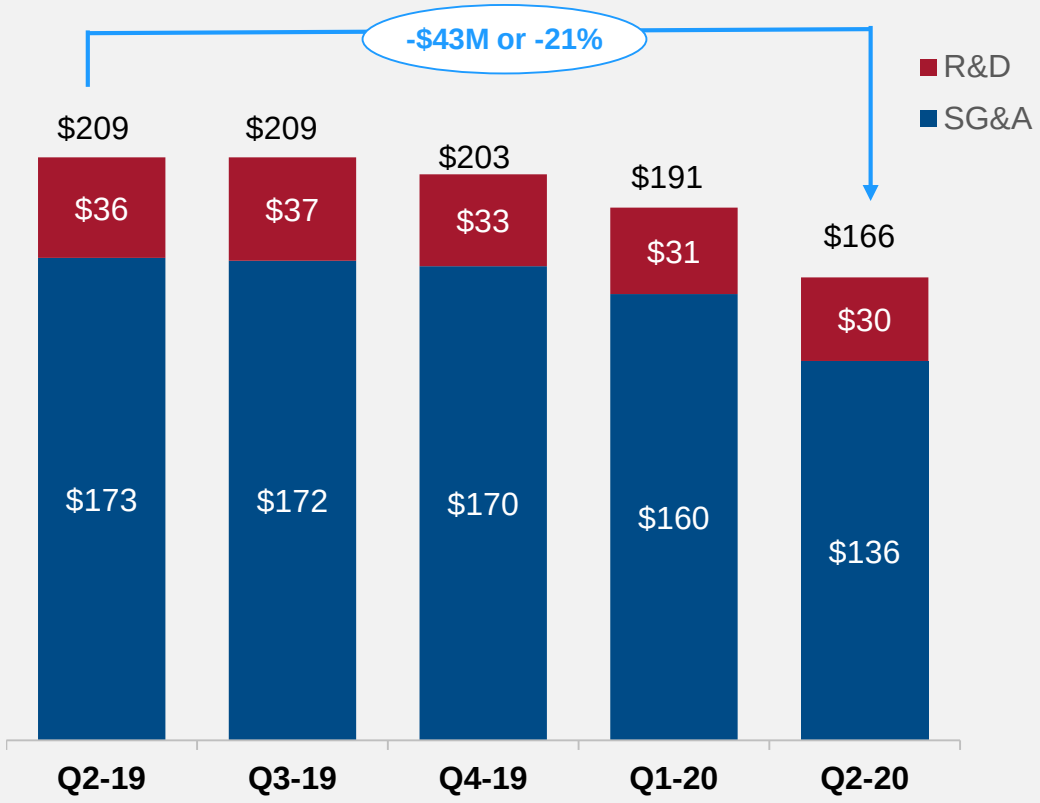
- DN Series with DN AllConnect Data engine delivers improved services and increased availability to customers
- Leveraging >150 sensors in DN Series to collect and analyze performance data in the cloud
- Intelligent processing and root-cause analysis
- Data is used to quickly identity and resolve potential issues

✓ Reduce failure rate
✓ Optimize technician utilization
✓ Spare parts efficiency

= Maximize system availability
= Optimize consumer experience

DN NOW Harvesting Efficiencies from Functional G&A Costs

Delivering Meaningful Reductions to Operating Expense[1]



Focus areas

- **Finance Transformation** – regionalizing, centralizing and automating core functions
- **Optimizing Information Technology Spend** – optimizing legacy platforms and enhancing digital capabilities
- **Streamlining Procurement** – applying global spend analytics to reduce indirect spend
- **Consolidating Real Estate** – better utilization of office space and embracing a more agile work environment
- **Digital Transformation of Enablement Functions –** partnering with Accenture to rationalize legacy applications, migrate workloads to the cloud and consolidate data centers.

1) Non-GAAP metric
Numbers may not add due to rounding

Accelerating Digital and Cloud Transformation

Benefits from Strategic Relationship with Accenture

Information Technology

Human Resources

Finance

Sales Support

- ✓ Unlocking ~$30M of savings in 2021; ~ $50M of savings through 2023
- ✓ Consolidating legacy data centers and tools
- ✓ Rationalizing legacy applications
- ✓ Migrating workloads to the cloud
- ✓ Modernizing IT/Finance/HR/Sales Support Tools and Enabling Advanced Analytics
- ✓ Automating workflows and leveraging low cost centers
- ✓ Establishing a supply chain control tower to manage indirect spend

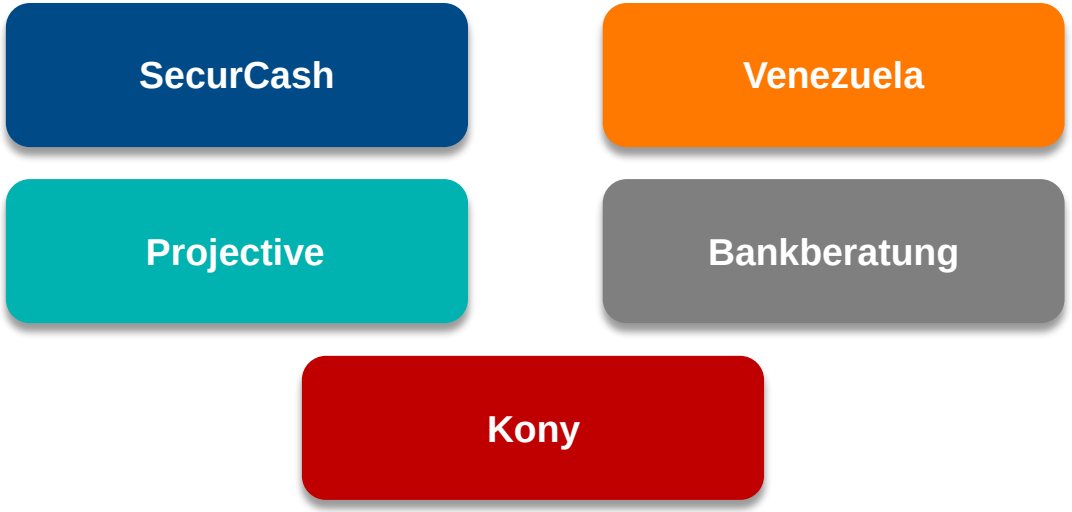
Enabling a more agile & customer-focused workforce

DN NOW Divesting non-core businesses

Objective

- **Streamline and simplify DN's business by divesting non-core businesses**
- **Targeting businesses comprising ~5% of 2018 revenue**

2019 Progress



2020 Update

✓ **Divested ownership interest in German IT outsourcing business**

- Sold 68% interest in Q1-2020 for ~$10M cash and relief from future capital & pension obligations
- Generated ~$60M of services revenue and a slight profit[1]
- Maintaining good relations with financial customers

✓ **Sold ownership interest in Cryptera**

- Retained ~$12M cash along with certain Intellectual Property associated with encrypted pin pads
- Relocated majority of manufacturing operations to Paderborn
- De minimis P&L impact

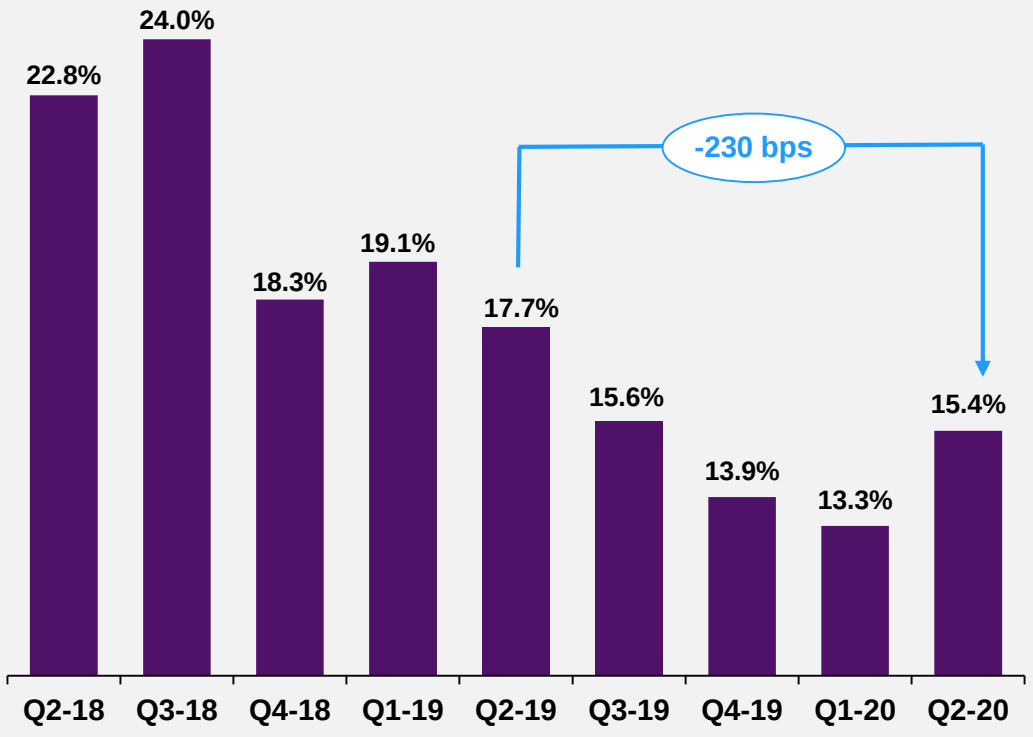
✓ **Consolidated joint ventures in China**

- Maintained material economic interest of 48% and harvested ~$24M of cash
- Generated ~$50M of services revenue and a modest profit[1]
- Following close of consolidation, pro rata profit (loss) recorded as "Equity in earnings of unconsolidated subsidiaries" in P&L

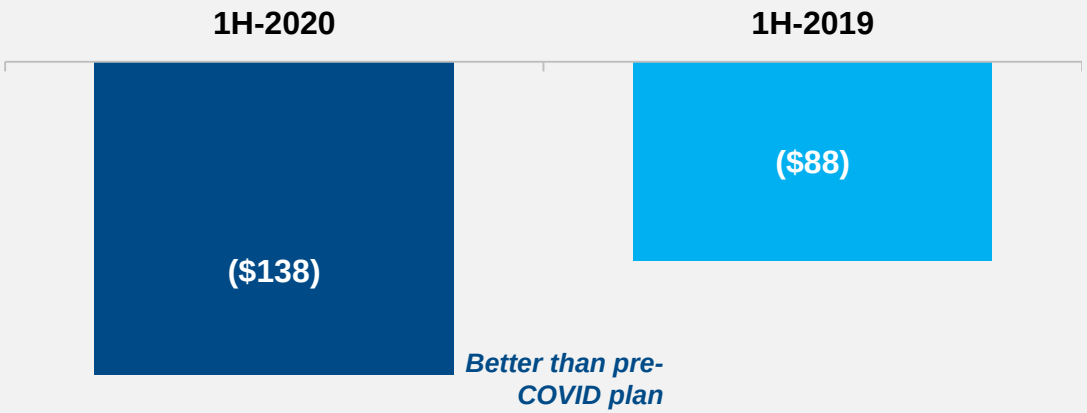
1) 2019 financial information

Net Working Capital and Free Cash Flow

Net Working Capital as a % of TTM Revenue[1]



Free Cash Flow[2]



Better than pre-COVID plan

- YoY drivers include
  - \+ Stronger operating profit
  - \+ Lower cash taxes, interest payments and capex
  - – Net working capital related to COVID
- Ending cash balance was $457 million[3]
- Net debt[4] was $2,007 million

1) Net working capital is the sum of the trade receivables and inventories less accounts payable divided by trailing 12 months (TTM) GAAP revenue
2) Free cash flow (FCF) is a non-GAAP financial measure defined as net cash (used in) provided by operating activities from continuing operations (excluding assets held for sale) less capital expenditures.
3) Cash, cash equivalents, restricted cash, short-term investments, and cash expected to be realized from assets held for sale. Ending cash balance includes ~$2M of cash in assets held for sale as of June 30, 2020.
4) Net Debt is a non-GAAP financial measure defined as notes payable plus long-term debt less cash, cash equivalents, restricted cash, short-term investments, and cash expected to be realized from assets held for sale.

Differences may occur due to rounding.

Diebold Nixdorf's Value Creation Journey

Operating Margin Expansion

- Execution of DN Now initiatives drives higher profits & cash flows
- On track to deliver ~$470M of gross savings by 2021
- Restructuring and DN Now transformation payments to be substantially complete by YE-2020
- Targeting a higher conversion of adj. EBITDA to free cash flow
- Demonstrating resiliency and flexibility under adverse business conditions

Well underway

Optimized Capital Structure

- Debt reduction
- Extending maturities
- Improving deductibility of interest through US$/euro mix of debt
- Maintaining sufficient liquidity
- Ongoing monitoring of capital market opportunities

Ongoing

Differentiation/Growth

- Services - increase contract base
  - Market-leading product-related services enhanced with data analytics (ACDE)
  - Best-in-class Managed Services
- Products - gain share at attractive economics
  - DN Series - financial institutions
  - Self-checkout - retailers
- Software - expand share of wallet
  - Multivendor software solutions
  - Cloud-native Debit platform
  - Marketing & cash management

Building blocks in place

Diebold Nixdorf



Q2-2020 Financial Update

Q2-2020 Results Demonstrate Resiliency

	Services	Products	Software
Expectations for 2020[1]			
Revenue Impact	*Mild* [3]	*Moderate*	*Mild*
Gross Margin[2]	Improving	Broadly stable	Improving
Drivers of Operating Profit[2]	DN Now savings target of ~$130M plus incremental actions of $80M - $100M		
Q2-2020 Results			
Revenue[3]	-11.8% YoY	-30.7% YoY	+2.6% YoY
Gross Margin[2]	+470 bps YoY to 30.7%	+250 bps YoY to 23.0%	+940 bps YoY to 44.1%
Operating Profit[2] **OP Margin[2]**	OP increased $24M or 32% YoY while OP Margin expanded 460 bps YoY		

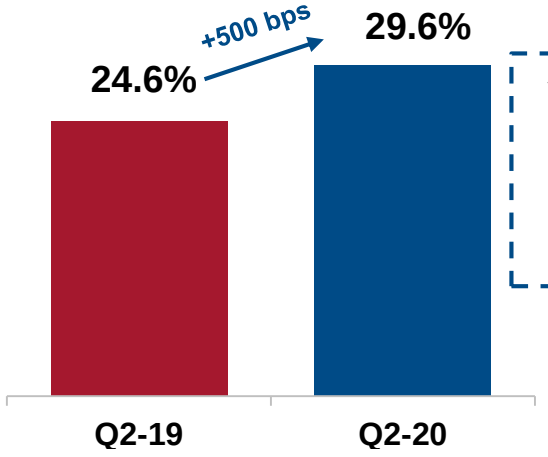
1) As communicated on May 5, 2020
2) Non-GAAP
3) Excludes the impact of foreign currency, divestitures and related actions.

Gross Margin Expansion Despite Revenue Headwinds

Revenue

	Total	Services	Products	Software
Q2-19 Revenue	$1,150	$566	$470	$114
Unplanned COVID-19 delays	($108)	($33)	($69)	($6)
Unplanned Foreign currency	($39)	($17)	($18)	($4)
In-line with pre-COVID plan Non-recurring Q2-19 revenue partially offset by incremental business	($75)	($19)	($63)	$8
In-line with pre-COVID plan Divestitures	($23)	($18)	($2)	($2)
In-line with pre-COVID plan Reducing low-margin business	($15)	($10)	($5)	$0
Q2-20 Revenue	$890	$468	$311	$111

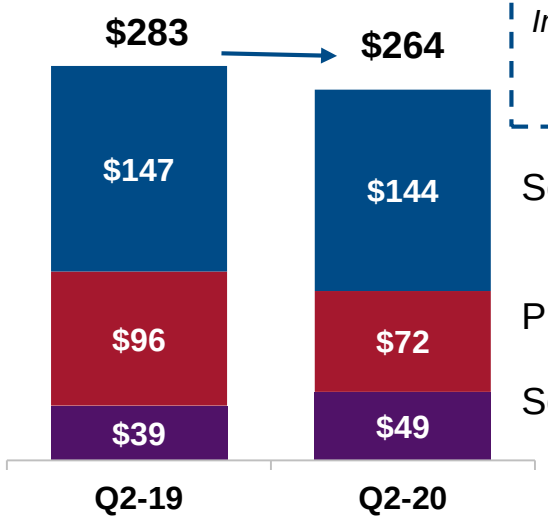
Gross Margin %[1]



YoY change by business line

Services +470 bps
Products +250 bps
Software +940 bps

Gross Profit[1]



Includes YoY headwinds of $7M from FX and $3M from divestitures

Services

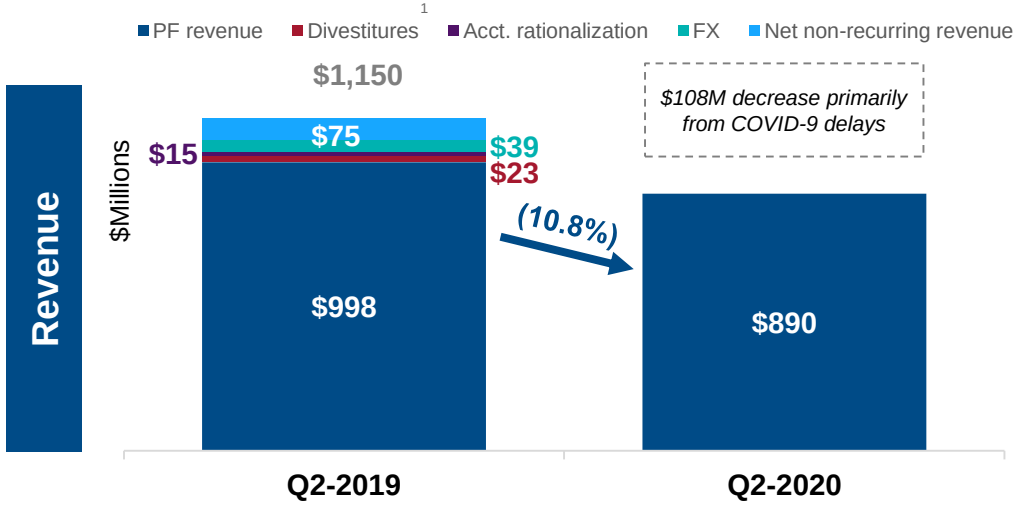
Products

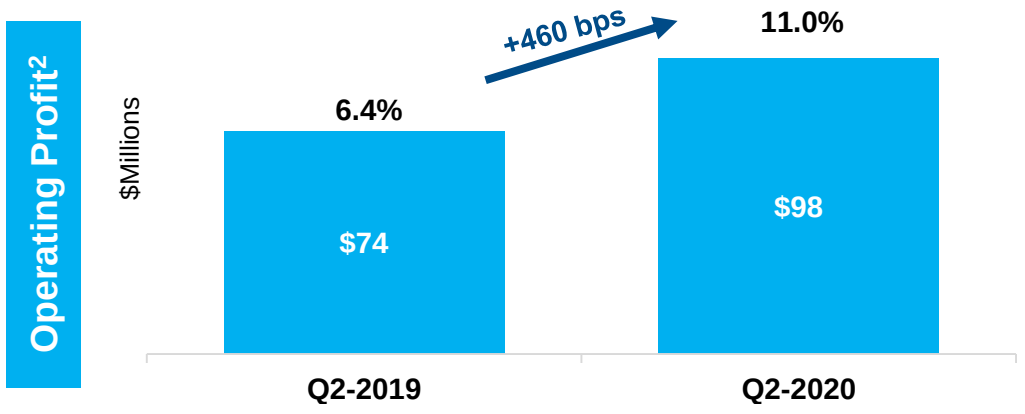
Software

1) Non-GAAP metric
Note: Differences may occur due to rounding.

Q2-2020 Update

Key Financial Metrics





Commentary

✓ Revenue impact due to planned actions and COVID-19 delays

- Revenue down 22.3% YoY as reported due to COVID delays, foreign currency headwinds, divestitures and account rationalization actions
- Pro forma Revenue down 10.8%
- ~64% of unplanned revenue decline due to product installation delays
- No material customer cancellations

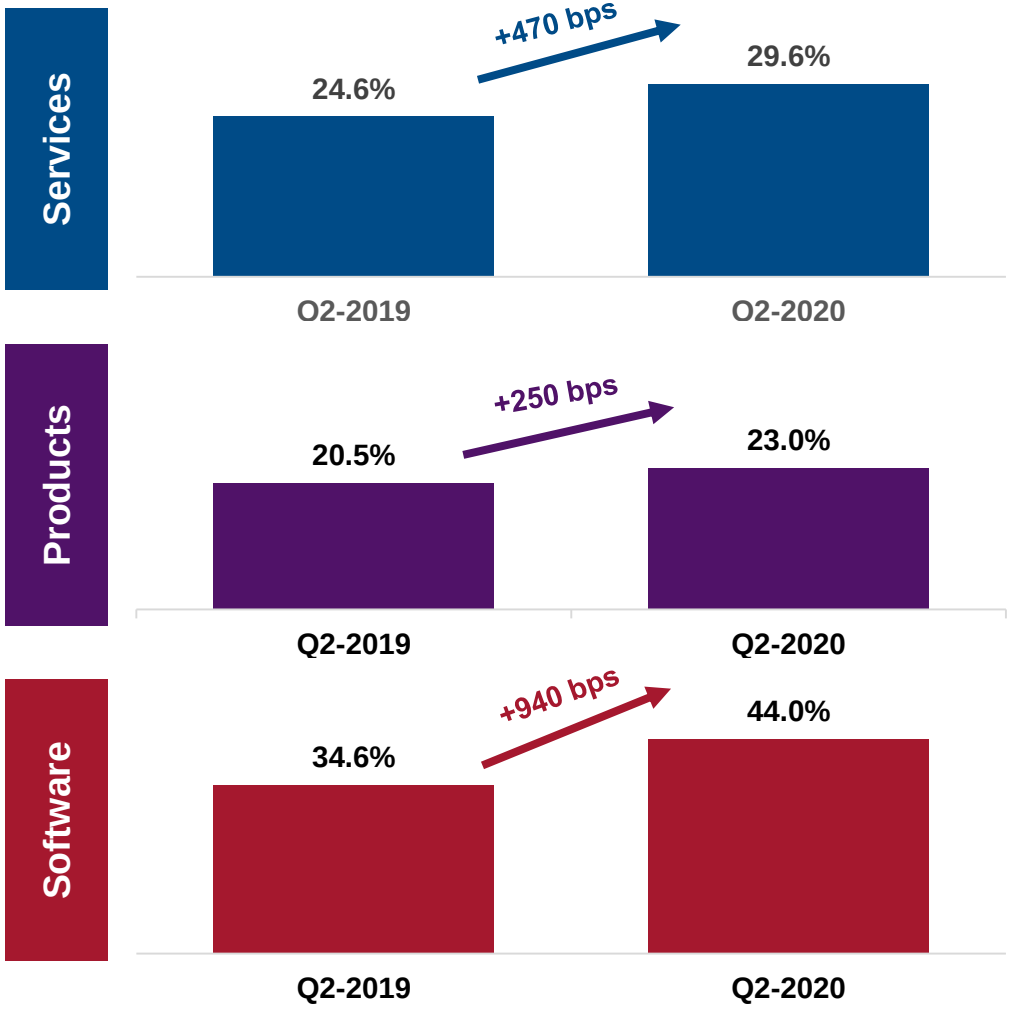
✓ Strong operating profit gains despite lower revenue

- Non-GAAP operating profit of $98M, **up 33%** YoY
- Non-GAAP operating margin increased **460bps** YoY to **11.0%**
- Adjusted EBITDA of $122M, **up 15%** YoY
- Adjusted EBITDA margin increased **440bps** YoY to **13.7%**
- Higher gross margins across all segments and a 21% YoY decline in non-GAAP OpEx driven primarily by execution of DN Now initiatives

1) Includes impact of divestitures of Cryptera, Bankberatung, Portavis; does not include impact of assets held for sale
2) Non-GAAP metric

Q2-2020 Gross Margin Details

Gross Margin[1]



Commentary

- Service modernization program and reduced call rate/spare part usage due to COVID-19
- Streamlined use of contactors, resulting in higher utilization of employed service teams
- Gross margin expansion benefitting from favorable product mix despite lower manufacturing absorption
- Better solution mix, higher utilization of PS resources through DN Now Software Excellence program

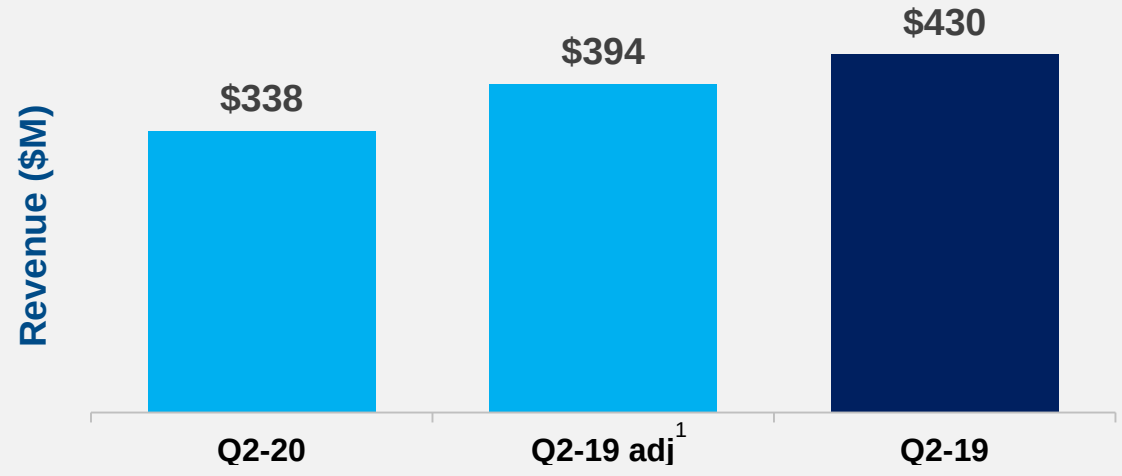
1) Non-GAAP metric

Q2 2020 P&L Highlights

$ millions	Q2-20	Q2-19	YoY variance
Revenue	$890	$1,150	~43% from COVID-19 delays and FX headwinds ~57% from planned reductions from non-recurring projects partially offset by incremental business, divestitures and reduction of low-margin business
Gross Profit[1]	$264	$283	DN Now initiatives drive gross margin expansion of 500 bps • Higher quality revenue • Services modernization and Software excellence • Favorable impact from lower services activity and software mix
Gross Margin[1]	29.6%	24.6%	
Operating Expense[1]	$166	$209	DN Now initiatives plus incremental actions • Reduced operating expense by 21% YoY • Increased operating profit by 32% YoY • Expanded operating margin by 460 bps YoY
Operating Profit[1]	$98	$74	
Operating Margin[1]	11.0%	6.4%	
Adjusted EBITDA[1]	$122	$107	DN Now initiatives plus incremental actions • Increased adjusted EBITDA by 15% YoY • Expanded adjusted EBITDA margin by 440 bps YoY
Adjusted EBITDA Margin[1]	13.7%	9.3%	

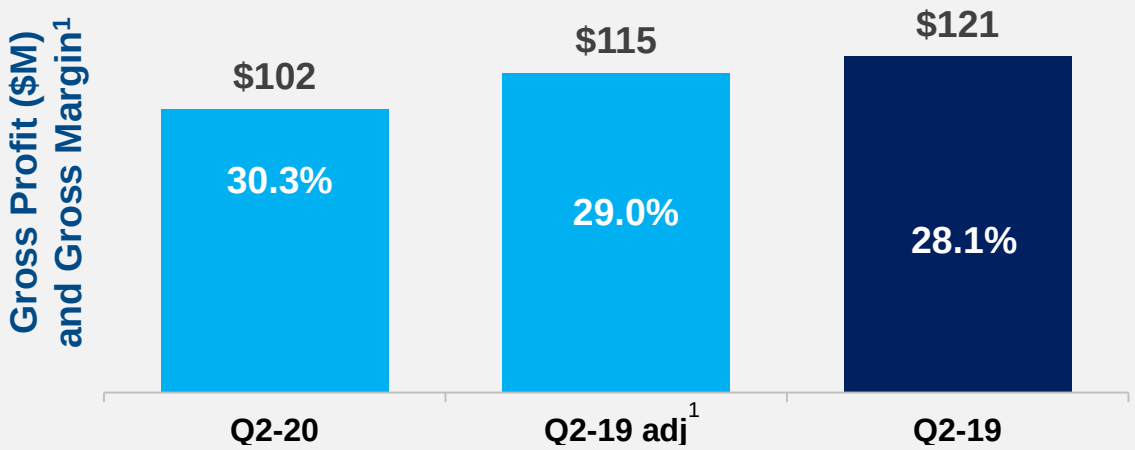
1) Non-GAAP metric

Eurasia Banking – Segment Highlights



YoY drivers include

- Delayed installations from COVID-19 of $40M
- Deliberate actions to drive higher quality service revenue including divestitures of $23M and reductions to low-margin business of $4M
- Non-recurring projects as planned; partially offset by incremental business
- Foreign currency headwinds of $13M

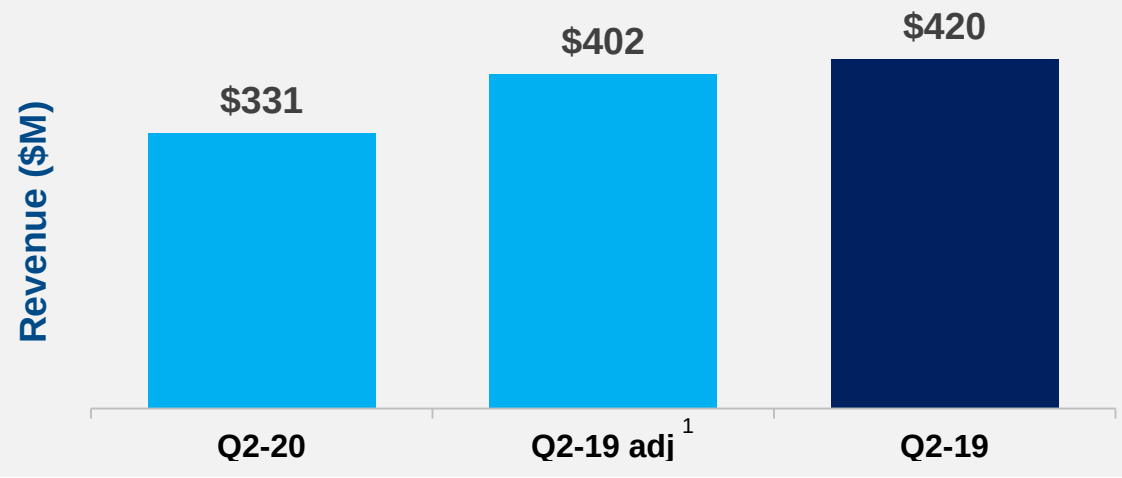


Gross margin expansion due to

- Benefits from DN Now and incremental actions
- Interim cost of service benefits from lower activity during early stages of COVID-19
- Favorable product and software mix
- Includes $3M foreign currency headwind

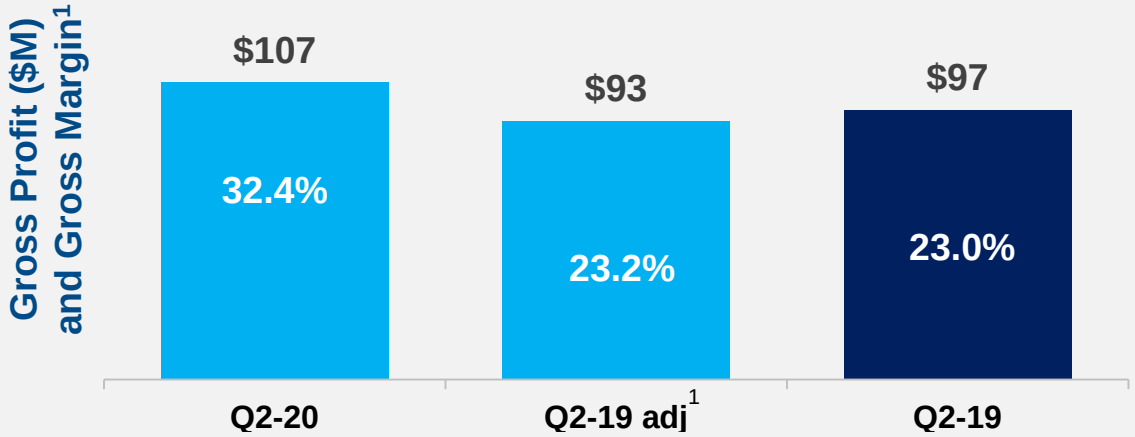
1) Non-GAAP metric adjusted for foreign currency and divestitures

Americas Banking – Segment Highlights



YoY drivers include

- $60M from planned reduction of non-recurring projects; partially offset by software growth
- Foreign currency headwinds of $18M
- Deliberate actions to drive higher quality revenue
- Mild delays from COVID-19 pandemic

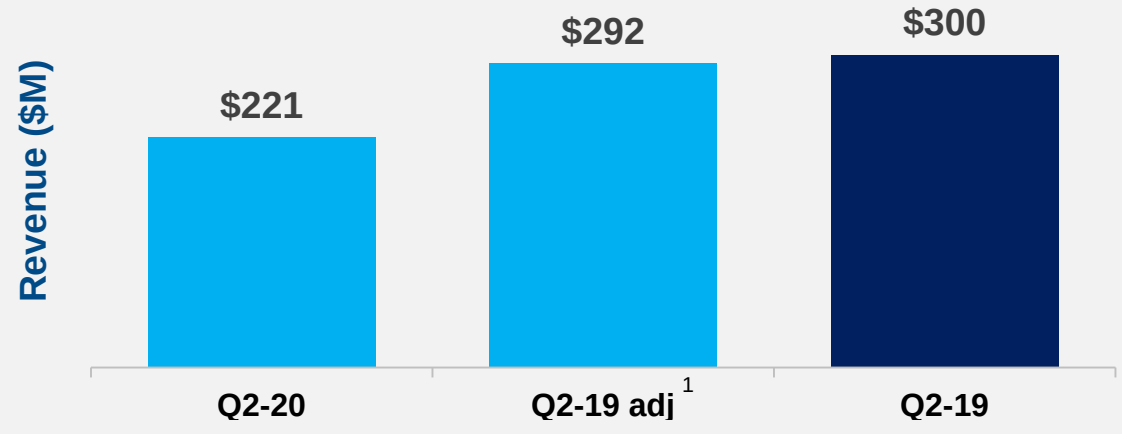


Significantly higher gross profit & gross margin due to

- Benefits from DN Now and incremental actions
- Interim cost of service benefits from lower activity during early stages of COVID-19
- Favorable mix of products and software
- Includes $3M foreign currency headwind

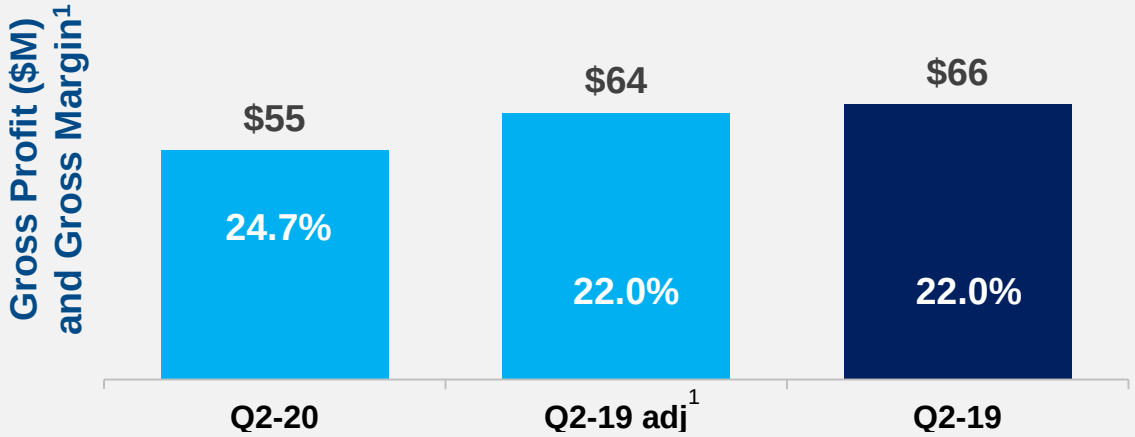
1) Non-GAAP metric adjusted for foreign currency and divestitures

Retail – Segment Highlights



YoY drivers include

- Delayed installations from COVID-19 of $63M
- Foreign currency headwinds of $9M
- Deliberate actions to drive higher quality revenue
- Non-recurring projects as planned; partially offset by incremental business and growth of self-checkout



Higher gross margin due to

- Benefits from DN Now and incremental actions
- Interim cost of service benefits from lower activity during early stages of COVID-19
- Favorable product mix
- Includes $2M foreign currency headwind

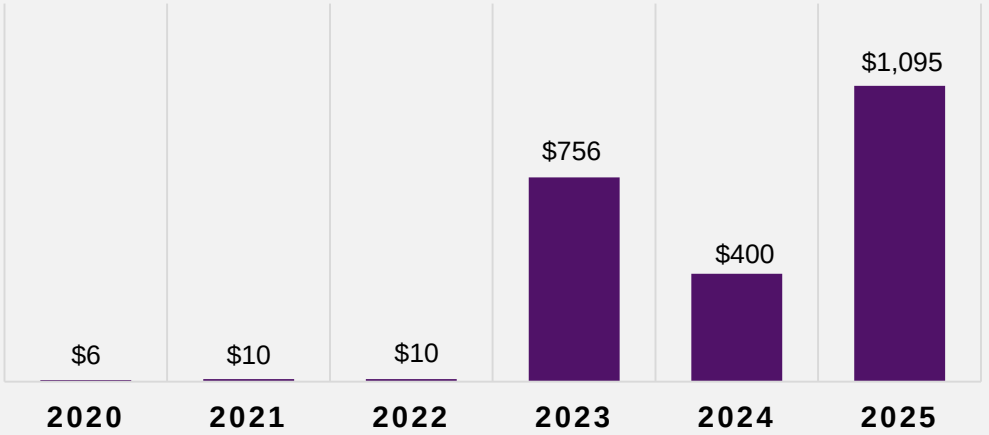
1) Non-GAAP metric adjusted for foreign currency and divestitures

Debt Maturities and Leverage

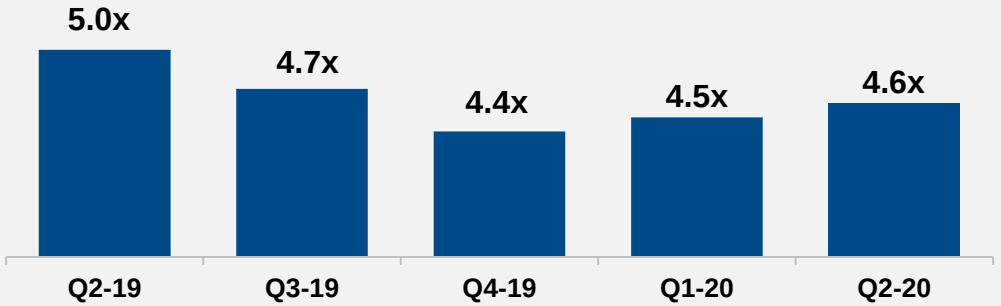
Successful Refinancing in July 2020

- Raised ~$1.1 billion from Senior Secured Notes
  - ✓ $700 million notes due July 2025
  - ✓ €350 million notes due July 2025
- Offerings were oversubscribed - new and current investors
- Net proceeds used to pay down term-loans A and A-1 which were due in 2022 plus $69M of revolver
- Significantly extends debt maturities by 3 years and credit facility by 1.2 years
- Reduces cash interest to ~$150M for 2020 due to the timing of interest payments; 2021 interest is expected to be ~$180M
- Improves cash tax efficiency via deductibility of interest
- Provides sufficient liquidity to complete our DN Now Transformation

Pro Forma Debt Maturity[1] Schedule (M)



Leverage Ratio[2]



1) Pro Forma maturities are based on June 30, 2020 balances and refinancing actions which took place on July 20, 2020 including repayment of term loan A and term loan A-1 and $69M of revolving credit facility due December 2020. The company also reduced additional $125M of revolving credit facility due in April 2022 from cash on hand. Excludes $39M revolver maturing in April 2022 and $330M revolver maturing in July 2023.
2) Leverage ratio is defined as net debt to trailing 12-month calculated adjusted EBITDA. Net Debt is a non-GAAP financial measure defined as notes payable plus long-term debt less cash, cash equivalents, restricted cash, short-term investments, and cash expected to be realized from assets held for sale.

2020 Outlook - as of July 28, 2020

	2020E	Key Expectations[2]
Total Revenue	$3.7 - $3.9B	Reflects net unplanned effects of COVID-19, net planned reductions including the company's focus on higher-quality revenue, foreign currency headwinds of $90M and divestitures of $110M
Adjusted EBITDA[1]	~$400 - $440M ~11% margin	YoY drivers + Approximately $130M of DN Now savings – primarily from SG&A initiatives + Approximately $50M of non-recurring savings from incremental initiatives such as reducing annual bonus expense, pausing merit increases and our hiring freeze – Net unplanned effects of COVID-19 – Inflation, growth investments and other items
Free cash flow[1]	$20 - $30M	+ Adjusted EBITDA mid-point $420M – Net interest payments $150M – Restructuring cash outflows $100M – Balance sheet timing $40M (includes compensation accruals & other pre-paids) – Cash Taxes $40M – Capital expenditures $25M – Net working capital $20M – Pension and other $20M

1) Non-GAAP metrics
2) The company's full year outlook for 2020 is based on the book of business as well as information available on July 28, 2020 regarding the potential effect of the coronavirus pandemic and current economic recession. There are a number of factors, including the potential second wave of virus infections and related business implications, which the company may not be able to accurately predict. The 2020 outlook includes the impact of deconsolidating a joint venture in China, which was finalized in the second quarter of 2020, and the divestiture of Diebold Nixdorf Portavis GmbH, which was finalized in the first quarter of 2020. The foreign currency impact for 2020 is estimated based on exchange rates as of June 30, 2020. All numbers are approximate.

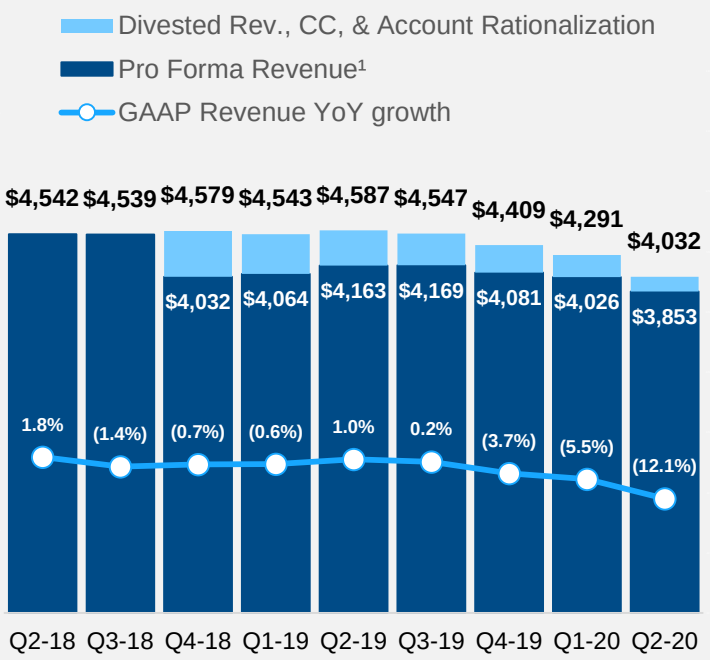
Supplemental schedules

Diebold Nixdorf

Stable Revenue and Increasing Profitability

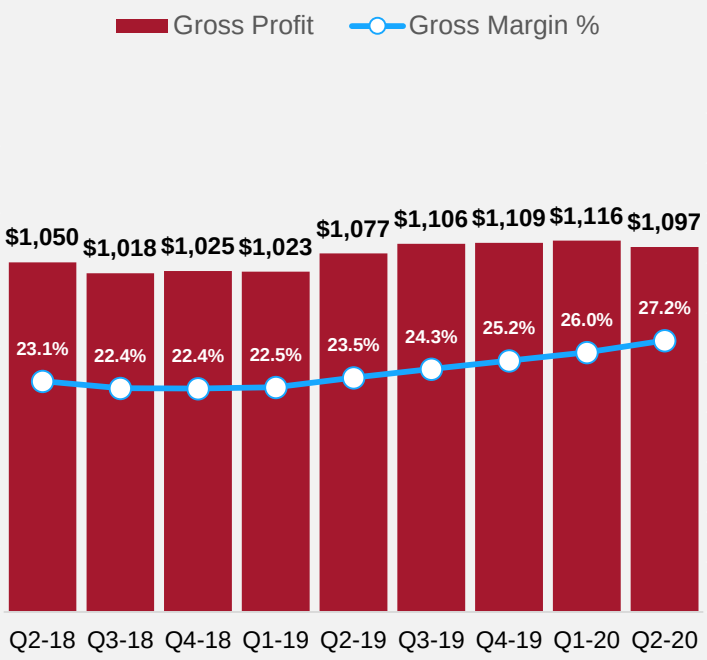
($ in millions)

TTM Revenue

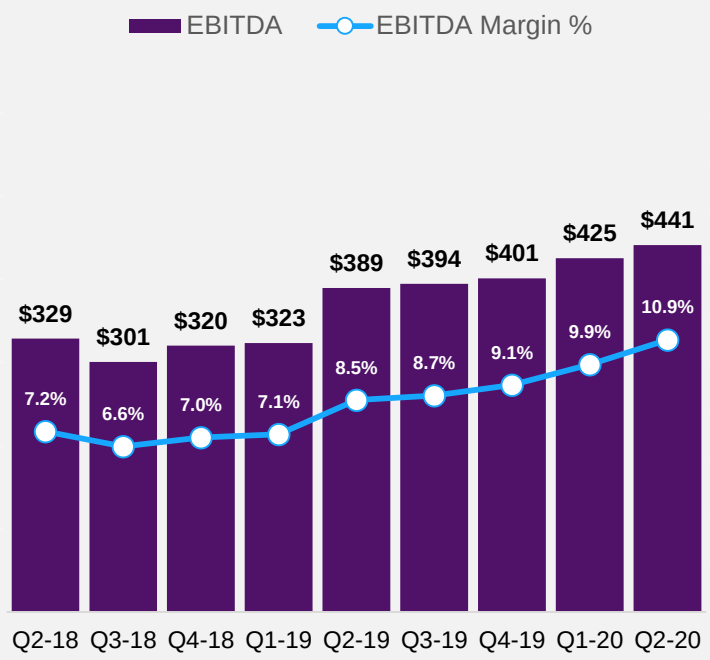


Pro Forma for divestitures, currency[3], and account rationalization, **TTM Q4-19 (pre-COVID) revenue grew 1.2% YoY**

TTM Gross Profit[2]



TTM Adjusted EBITDA[2]

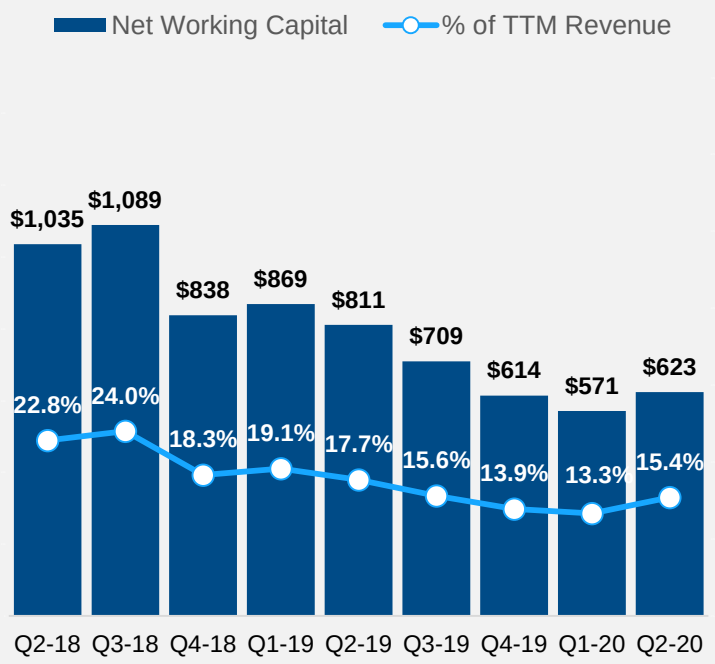


1) Reflect 2018 - June 2020 known actions; non-GAAP metric
2) Gross profit and Adjusted EBITDA are non-GAAP metrics
3) Reflects constant currency adjustments for 2018 and 2019 actuals at 2020 rates

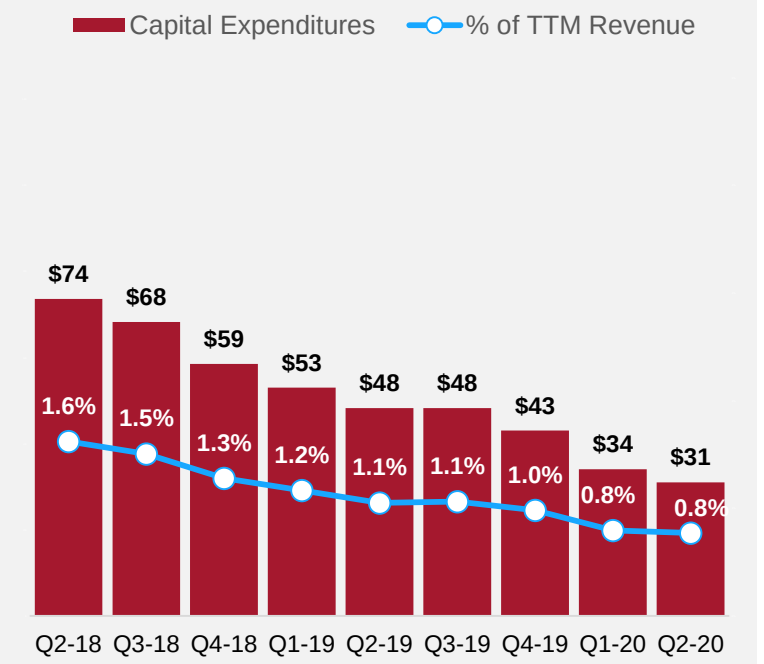
Focus on Cash Flow Generation

($ in millions)

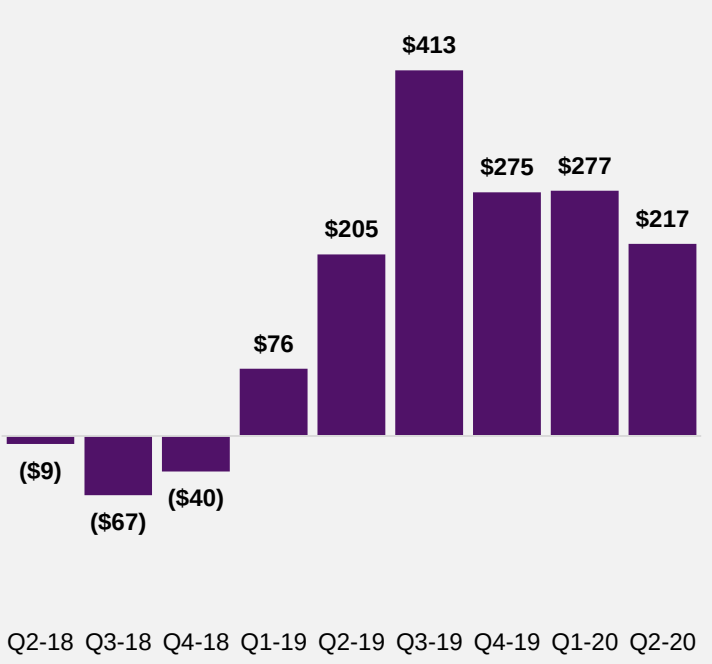
Net Working Capital[1]



TTM Capital Expenditures



TTM Unlevered Free Cash Flow[2]



1) Net working capital is the sum of the trade receivables and inventories less accounts payable divided by trailing 12 months (TTM) GAAP revenue
2) Non-GAAP metric; Free Cash Flow (FCF) defined as net cash provided by (used in) operations less capital expenditures. Unlevered free cash flow is a non-GAAP financial measure defined as net cash provided by (used in) operations less capital expenditures and adding back cash interest expense

Free Cash Flow and Net Debt Reconciliations
($Millions)

Free Cash Flow Reconciliation

	Q2-18	Q3-18	Q4-18	2018	Q1-19	Q2-19	Q3-19	Q4-19	2019	1Q-20	2Q-20	2020 Outlook
Net cash provided by (used in) operating activities - continuing - GAAP	($114)	($115)	$268	($104)	($57)	($11)	$75	$128	$136	($80)	($91)	$45 - $55
Excluding the impact of changes in assets held for sale	$0	$0	$0	$0	$0	$0	$0	$0	$0	$20	$2	
Excluding the impact of FX Hedging	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$19	
Capital expenditures	(10)	(10)	(18)	(59)	(15)	(6)	(10)	(13)	(43)	(5)	(3)	~(25)
Free cash flow (use) (non-GAAP measure)	**($125)**	**($125)**	**$250**	**($163)**	**($72)**	**($16)**	**$65**	**$116**	**$93**	**($65)**	**($73)**	**$20 - $30**
Add Back: Cash Interest	(34)	(18)	(56)	(123)	(40)	(54)	(37)	(52)	(183)	(34)	(51)	
Unlevered Free cash flow (use) (non-GAAP measure)	**($91)**	**($107)**	**$306**	**($40)**	**($32)**	**$38**	**$102**	**$168**	**$275**	**($31)**	**($22)**	

Trailing 12-month Free Cash Flow Reconciliation

	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	1Q-20	2Q-20
Net cash provided by (used in) operating activities - continuing - GAAP	($34)	($100)	($104)	($19)	$85	$275	$136	$113	$33
Excluding the impact of changes in assets held for sale	$0	$0	$0	$0	$0	$0	$0	$20	$22
Excluding the impact of FX Hedging	$0	$0	$0	$0	$0	$0	$0	$0	$19
Capital expenditures	(74)	(68)	(59)	(53)	(48)	(48)	(43)	(34)	(32)
Free cash flow (use) (non-GAAP measure)	**($108)**	**($168)**	**($163)**	**($72)**	**$37**	**$227**	**$93**	**$100**	**$42**
	0	0	0						
Add Back: Cash Interest	(98)	(101)	(123)	(148)	(168)	(186)	(183)	(177)	(174)
Unlevered Free cash flow (use) (non-GAAP measure)	**($9)**	**($67)**	**($40)**	**$76**	**$205**	**$413**	**$275**	**$277**	**$217**

Trailing 6-month

1H-2019	1H-2020
($68)	($171)
$0	$22
$0	$19
(20)	(9)
($88)	**($138)**
(48)	(48)
($40)	**($90)**

Net Debt Reconciliation

$Millions	6/30/2020	6/30/2019
Cash, cash equivalents, restricted cash and short term investments (GAAP measure)	455	273
Cash included in assets held for sale	2	4
Debt instruments	(2,465)	(2,216)
Net debt (non-GAAP measure)	**(2,007)**	**(1,939)**

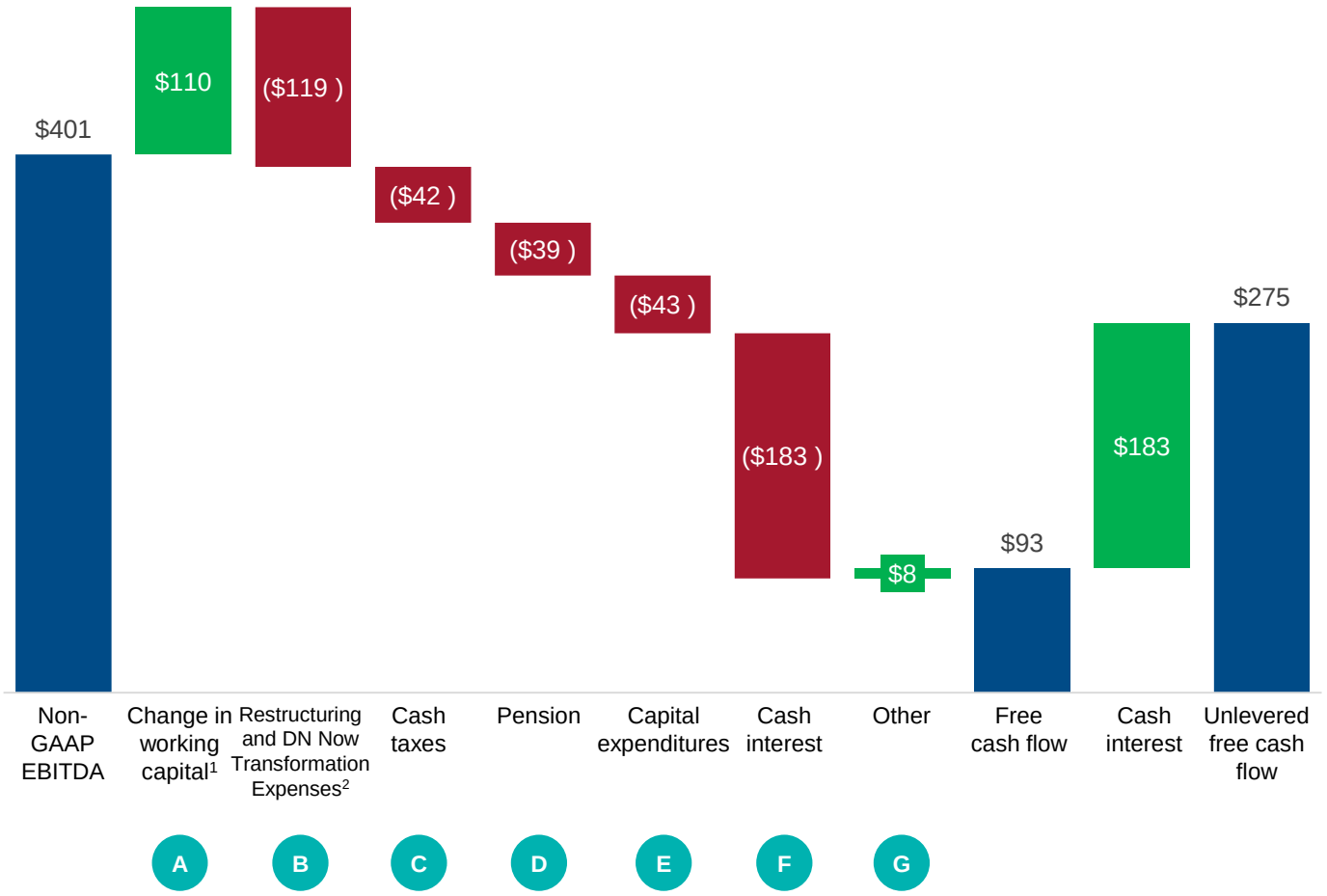
DN Now Transformation Expense and Cash Flow Bridge

	($ in millions)	FY 2018	FY 2019	Q1 2020	Q2 2020	Cumulative total
1	GAAP Restructuring Expense	$65.0	$50.2	$10.0	$11.5	$136.7
2	Non-GAAP Incremental DN Now Transformation Expense	14.3	64.6	31.6	15.3	125.8
	Non-GAAP Restructuring and DN Now Transformation Expense	$79.3	$114.8	$41.6	$26.8	$262.5
3	Accelerated depreciation (D&A) already added back in unadjusted EBITDA	-	(1.9)	(5.4)	(3.8)	(11.1)
	Restructuring and DN Now Transformation Expenses added back to EBITDA	$79.3	$112.9	$36.2	$23.0	$251.4
	Cash Payments	$(68.0)	$(118.7)	$(22.5)	$(31.5)	$(240.7)
4	Cumulative difference between expense and cash payment	$11.3	$(5.8)	$13.7	$(8.5)	$10.7

1	**GAAP Restructuring Expense**	▪ Majority is severance expense related to headcount reduction
2	**Non-GAAP incremental DN Now Transformation expenses**	▪ One-time implementation costs: – Accounting compliance, including setting up regional controlling centers, internal audit outsourcing and tax compliance and provision outsourcing – Elimination of DN shared service centers and outsourced and centralized accounting transaction operations – Design and execution of Services and Software modernization – Others, including various aspects of design and execution
3	**Accelerated depreciation (D&A) already added back in unadjusted EBITDA**	▪ D&A acceleration; permanent differences between expense and cash
4	**Cumulative difference between expense and cash payment**	▪ Temporary timing difference between expense recognition and cash outflow, will net to zero as DN Now restructuring expenses decline to zero

2019 Unlevered Free Cash Flow Bridge

2019 unlevered free cash flow ($ in millions)



Commentary

A	Change in working capital	▪ Company wide initiative to successfully harvest working capital ▪ Continued focus through COVID amidst headwinds ▪ Includes one-time gains of $76M from accounts receivable and $98M from inventory
B	Restructuring and DN Now Transformation expenses	▪ Cash cost to achieve DN Now transformation
C	Cash taxes	▪ Includes a one-time cash refund of $8M
D	Pension	▪ Payment of 2019 required contributions and prepayment of 2020 US pension contribution of $20M at the end of 2019
E	Capital expenditures	▪ Centralized capital committee, optimized spend without impacting customer-facing projects
F	Cash interest	▪ Cash interest for existing debt
G	Other	▪ Includes timing of balance sheet provisioning, VAT (net) and sales tax payments, payroll (including timing items), and other deferred costs

1. Excludes amounts for assets held for sale
2. Includes $11.25M prepayment originally reported in “Other”

Q2 2020 Profit & Loss Statement

Reconciliation GAAP to non-GAAP ($Millions)

	2020 (GAAP)	% of Net Sales	Restructuring and DN Now transformation expenses	Legal / deal expense	Divestitures and fixed asset sale	Wincor Nixdorf purchase accounting adjustments	Inventory charge/gain	Loss making contract related to discontinued offering	Other non-routine inc/exp	2020 (non-GAAP)	% of Net Sales
Services	468	52.6%	-	-	-	-	-	-	-	468	52.6%
Products	311	35.0%	-	-	-	-	-	-	-	311	35.0%
Software	111	12.4%	-	-	-	-	-	-	-	111	12.4%
Total Revenue	**890**	**100.0%**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**890**	**100.0%**
Services	131	28.0%	1	-	-	-	(1)	14	(0)	144	30.7%
Products	70	22.6%	0	(0)	-	2	(0)	-	0	72	23.0%
Software	46	41.7%	1	-	-	2	-	-	-	49	44.1%
Total Gross Profit	248	27.8%	2	(0)	-	3	(1)	14	(0)	264	29.7%
Operating Expenses											
Selling, G & A	182		(24)	(3)	-	(18)	-	-	(0)	136	
R , D & E	31		(1)	-	-	-	-	-	-	30	
(Gain)/Loss on Assets	15		-	-	(15)	-	-	-	-	0	
Impairment of Assets	-		-	-	-	-	-	-	-	-	
Total Operating Expense	227	**25.5%**	(25)	(3)	(15)	(18)	-	-	(0)	166	**18.6%**
Total Operating Profit (loss)	20	2.3%	27	3	15	21	(1)	14	(0)	98	11.0%

 Note: Differences may occur due to rounding.

Q2 2019 Profit & Loss Statement

Reconciliation GAAP to non-GAAP ($Millions)

	2019 (GAAP)	% of Net Sales	Restructuring and DN Now transformation expenses	Legal / deal expense	Divestitures and fixed asset sale	Acq. integration	Wincor Nixdorf purchase accounting adjustments	Inventory provision	Other non-routine inc/exp	2019 (non-GAAP)	% of Net Sales
Services	566	49.2%	-	-	-	-	-	-	-	566	49.2%
Products	470	40.9%	-	-	-	-	-	-	-	470	40.9%
Software	114	9.9%	-	-	-	-	-	-	-	114	9.9%
Total Revenue	**1,150**	**100.0%**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1,150**	**100.0%**
Services	144	25.5%	1	-	-	-	-	(0)	2	147	26.0%
Products	99	21.1%	0	-	-	-	2	(5)	-	96	20.5%
Software	36	31.3%	2	-	-	-	2	-	-	39	34.6%
Total Gross Profit	279	24.3%	3	-	-	-	3	(5)	2	283	24.6%
Operating Expenses											
Selling, G & A	224		(26)	(4)	-	(1)	(21)	-	0	172	
R , D & E	36		0	-	-	-	-	-	-	36	
(Gain)/Loss on Assets	12		(0)	-	(11)	-	-	-	-	1	
Impairment of Assets	-		-	-	-	-	-	-	-	-	
Total Operating Expense	272	**23.6%**	(26)	(4)	(11)	(1)	(21)	-	0	209	**18.2%**
Total Operating Profit (loss)	7	0.6%	28	4	11	1	24	(5)	2	74	6.4%

 Note: Differences may occur due to rounding.

YoY Revenue Variance for FX, Divestitures and Related Actions

Reconciliation GAAP to non-GAAP ($Millions)

Segment View

$Millions	Q2-20	Q2-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Eurasia Banking Revenue (GAAP)	**338**	**430**	**(93)**	**-21.6%**	**648**	**813**	**(165)**	**-20.4%**
FX Impact	-	(13)	13	n/a	-	(22)	22	n/a
Divestitures and Related Actions	-	(23)	23	n/a	-	(37)	37	n/a
Eurasia Banking Adjusted Revenue (Non-GAAP)	**338**	**394**	**(57)**	**-14.4%**	**648**	**754**	**(106)**	**-14.0%**
Americas Banking Revenue (GAAP)	**331**	**420**	**(89)**	**-21.1%**	**676**	**783**	**(106)**	**-13.6%**
FX Impact	-	(18)	18	n/a	-	(24)	24	n/a
Divestitures and Related Actions	-	-	-	n/a	-	(0)	0	n/a
Americas Banking Adjusted Revenue (Non-GAAP)	**331**	**402**	**(71)**	**-17.6%**	**676**	**759**	**(82)**	**-10.9%**
Retail Revenue (GAAP)	**221**	**300**	**(79)**	**-26.2%**	**477**	**583**	**(106)**	**-18.2%**
FX Impact	-	(9)	9	n/a	-	(16)	16	n/a
Divestitures and Related Actions	-	-	-	n/a	-	-	-	n/a
Retail Adjusted Revenue (Non-GAAP)	**221**	**292**	**(70)**	**-24.1%**	**477**	**567**	**(90)**	**-15.9%**

Business Line

$Millions	Q2-20	Q2-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Services Revenue (GAAP)	**468**	**566**	**(98)**	**-17.2%**	**972**	**1,110**	**(138)**	**-12.4%**
FX Impact	-	(16)	16	n/a	-	(27)	27	n/a
Divestitures and Related Actions	-	(18)	18	n/a	-	(25)	25	n/a
Services Adj. Revenue (Non-GAAP)	**468**	**531**	**(63)**	**-11.8%**	**972**	**1,057**	**(85)**	**-8.1%**
Products Revenue (GAAP)	**311**	**470**	**(159)**	**-33.8%**	**612**	**846**	**(234)**	**-27.7%**
FX Impact	-	(19)	19	n/a	-	(27)	27	n/a
Divestitures and Related Actions	-	(2)	2	n/a	-	(2)	2	n/a
Products Adj. Revenue (Non-GAAP)	**311**	**449**	**(138)**	**-30.7%**	**612**	**816**	**(204)**	**-25.0%**
Software Revenue (GAAP)	**111**	**114**	**(3)**	**-3.1%**	**217**	**222**	**(5)**	**-2.4%**
FX Impact	-	(4)	4	n/a	-	(8)	8	n/a
Divestitures and Related Actions	-	(2)	2	n/a	-	(9)	9	n/a
Software Adj. Revenue (Non-GAAP)	**111**	**108**	**3**	**2.6%**	**217**	**206**	**11**	**5.4%**
Total Revenue (GAAP)	**890**	**1,150**	**(260)**	**-22.6%**	**1,801**	**2,178**	**(377)**	**-17.3%**
FX Impact	-	(39)	39	n/a	-	(62)	62	n/a
Divestitures and Related Actions	-	(23)	23	n/a	-	(37)	37	n/a
Total Adjusted Revenue (Non-GAAP)	**890**	**1,088**	**(198)**	**-18.2%**	**1,801**	**2,080**	**(278)**	**-13.4%**

Note: Differences may occur due to rounding.

YoY Gross Profit Variance for FX, Divestitures and Related Actions

Reconciliation GAAP to non-GAAP ($Millions)

Segment View

$Millions	Q2-20	Q2-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Eurasia Banking Gross Profit (Non-GAAP)	**102**	**121**	**(19)**	**-15.5%**	**192**	**230**	**(38)**	**-16.6%**
FX Impact	-	(3)	3	n/a	-	(7)	7	n/a
Divestitures and Related Actions	-	(3)	3	n/a	-	(4)	4	n/a
Eurasia Banking Adjusted Gross Profit (Non-GAAP)	**102**	**115**	**(12)**	**-10.8%**	**192**	**219**	**(27)**	**-12.2%**
Americas Banking Gross Profit (Non-GAAP)	**107**	**97**	**11**	**11.1%**	**212**	**179**	**33**	**18.5%**
FX Impact	-	(3)	3	n/a	-	(5)	5	n/a
Divestitures and Related Actions	-	-	-	n/a	-	0	(0)	n/a
Americas Banking Adjusted Gross Profit (Non-GAAP)	**107**	**93**	**14**	**14.8%**	**212**	**174**	**38**	**22.0%**
Retail Gross Profit (Non-GAAP)	**55**	**66**	**(11)**	**-17.1%**	**114**	**122**	**(7)**	**-5.9%**
FX Impact	-	(2)	2	n/a	-	(3)	3	n/a
Divestitures and Related Actions	-	-	-	n/a	-	-	-	n/a
Retail Adjusted Gross Profit (Non-GAAP)	**55**	**64**	**(9)**	**-14.8%**	**114**	**118**	**(4)**	**-3.3%**

Business Line

$Millions	Q2-20	Q2-19	Variance F/(U)	Variance %	2020 YTD	2019 YTD	Variance F/(U)	Variance %
Services Gross Profit (Non-GAAP)	**144**	**147**	**(3)**	**-2.3%**	**280**	**282**	**(2)**	**-0.6%**
FX Impact	-	(3)	3	n/a	-	(6)	6	n/a
Divestitures and Related Actions	-	(2)	2	n/a	-	(2)	2	n/a
Services Adj. Gross Profit (Non-GAAP)	**144**	**142**	**2**	**1.2%**	**280**	**274**	**6**	**2.3%**
Products Gross Profit (Non-GAAP)	**72**	**96**	**(25)**	**-25.6%**	**145**	**178**	**(33)**	**-18.4%**
FX Impact	-	(3)	3	n/a	-	(5)	5	n/a
Divestitures and Related Actions	-	(1)	1	n/a	-	(1)	1	n/a
Products Adj. Gross Profit (Non-GAAP)	**72**	**93**	**(21)**	**-22.7%**	**145**	**173**	**(27)**	**-15.8%**
Software Gross Profit (Non-GAAP)	**49**	**39**	**9**	**23.6%**	**93**	**70**	**22**	**31.8%**
FX Impact	-	(1)	1	n/a	-	(3)	3	n/a
Divestitures and Related Actions	-	(0)	0	n/a	-	(1)	1	n/a
Software Adj. Gross Profit (Non-GAAP)	**49**	**38**	**11**	**28.6%**	**93**	**66**	**27**	**40.0%**
Total Gross Profit (Non-GAAP)	**264**	**283**	**(19)**	**-6.6%**	**518**	**530**	**(12)**	**-2.3%**
FX Impact	-	(7)	7	n/a	-	(14)	14	n/a
Divestitures and Related Actions	-	(3)	3	n/a	-	(4)	4	n/a
Total Adjusted Gross Profit	**264**	**273**	**(9)**	**-3.1%**	**518**	**513**	**6**	**1.1%**

Note: Differences may occur due to rounding.

Revenue GAAP to Non-GAAP reconciliation

Revenue – Total Company

$Millions	Q1-17	Q2-17	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Revenue (GAAP)	$1,103	$1,134	$1,123	$1,250	$1,064	$1,106	$1,119	$1,290	$1,028	$1,150	$1,079	$1,152	$911	$890
Constant Currency					(84)	(79)	(57)	(55)	(23)	(49)	(39)	(37)	-	-
Divestitures					(39)	(39)	(39)	(41)	(29)	(24)	(21)	(20)	(12)	(7)
Assets held for sale					(13)	(15)	(15)	(15)	(10)	(12)	(13)	(14)	(6)	-
Account rationalization					(13)	(16)	(14)	(14)	(17)	(9)	(5)	(4)	-	-
Pro forma adjusted revenue	$1,103	$1,134	$1,123	$1,250	$915	$957	$994	$1,165	$948	$1,056	$1,000	$1,077	$893	$883

Revenue – Total Company - Trailing 12-months

$Millions	Q1-17	Q2-17	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
TTM Revenue (GAAP)						$4,542	$4,539	$4,579	$4,543	$4,587	$4,547	$4,409	$4,291	$4,032
Constant Currency								(274)	(213)	(184)	(166)	(149)	(125)	(76)
Divestitures								(157)	(148)	(133)	(116)	(95)	(77)	(61)
Assets held for sale								(58)	(56)	(53)	(50)	(49)	(44)	(33)
Account rationalization								(57)	(61)	(54)	(46)	(36)	(18)	(9)
Pro forma adjusted TTM revenue						$4,542	$4,539	$4,032	$4,064	$4,163	$4,169	$4,081	$4,026	$3,853
% year-over-year growth												1.2%		

Gross Profit Reconciliation

Reconciliation GAAP to non-GAAP ($Millions)

Gross Profit – Total Company

$Millions	Q1-17	Q2-17	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Total Revenue (GAAP)	**$1,103**	**$1,134**	**$1,123**	**$1,250**	**$1,064**	**$1,106**	**$1,119**	**$1,290**	**$1,028**	**$1,150**	**$1,079**	**$1,152**	**$911**	**$890**
Total Gross Profit (GAAP)	**$240**	**$237**	**$237**	**$286**	**$240**	**$220**	**$229**	**$210**	**$246**	**$279**	**$271**	**$270**	**$227**	**$248**
Restructuring & DN Now Transformation Expenses	4	14	15	(3)	3	(1)	9	18	2	3	2	3	1	2
Non-Routine Expenses	26	24	27	10	7	10	9	72	(0)	1	2	29	26	15
Total Gross Profit (non-GAAP)	**$270**	**$274**	**$279**	**$293**	**$250**	**$229**	**$246**	**$300**	**$247**	**$283**	**$276**	**$303**	**$254**	**$264**
non-GAAP Gross Profit % GAAP Revenue	24.5%	24.2%	24.8%	23.5%	23.4%	20.7%	22.0%	23.3%	24.1%	24.6%	25.5%	26.3%	27.9%	29.7%

Gross Profit – Total Company - Trailing 12-months

$Millions	Q1-17	Q2-17	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
TTM Revenue (GAAP)					**$4,571**	**$4,542**	**$4,539**	**$4,579**	**$4,543**	**$4,587**	**$4,547**	**$4,409**	**$4,291**	**$4,032**
TTM Gross Profit (GAAP)					**$1,000**	**$983**	**$975**	**$899**	**$905**	**$964**	**$1,007**	**$1,067**	**$1,048**	**$1,016**
Restructuring & DN Now Transformation Expenses					28	14	8	29	28	31	24	10	9	8
Non-Routine Expenses					67	53	35	97	91	82	75	32	59	73
TTM Gross Profit (non-GAAP)					**$1,096**	**$1,050**	**$1,018**	**$1,025**	**$1,023**	**$1,077**	**$1,106**	**$1,109**	**$1,116**	**$1,097**
non-GAAP Gross Profit % GAAP Revenue					24.0%	23.1%	22.4%	22.4%	22.5%	23.5%	24.3%	25.2%	26.0%	27.2%

Gross Profit – Segment View

$Millions	Q1-19	Q2-19	Q3-19	Q4-19	2019	Q1-20	Q2-20
Revenue (GAAP)	**$1,028**	**$1,150**	**$1,079**	**$1,152**	**$4,409**	**$911**	**$890**
Americas Banking	363	420	404	418	1,604	345	331
Eurasia Banking	383	430	405	432	1,650	311	338
Retail	283	300	270	302	1,155	256	221
Total Gross Profit (GAAP)	**$246**	**$279**	**$271**	**$270**	**$1,067**	**$227**	**$248**
Americas Banking	82	97	99	108	385	104	107
Eurasia Banking	109	121	118	127	476	90	102
Retail	56	66	58	68	248	60	55
Total Restructuring and DN Now Transformation Expenses	(2)	(3)	(2)	(3)	(10)	(1)	(2)
Total Non-Routine Expense	0	(1)	(2)	(29)	(32)	(26)	(15)
Transformation & Non-Routine Expense	(1)	(4)	(4)	(33)	(42)	(27)	(17)
Total Gross Profit (non-GAAP)	**$247**	**$283**	**$276**	**$303**	**$1,109**	**$254**	**$264**
Total Gross Margin (Non- GAAP)	**24.1%**	**24.6%**	**25.5%**	**26.3%**	**25.2%**	**27.9%**	**29.7%**
Americas Banking	22.7%	23.0%	24.5%	25.8%	24.0%	30.3%	32.4%
Eurasia Banking	28.5%	28.1%	29.2%	29.5%	28.8%	28.9%	30.3%
Retail	19.7%	22.0%	21.6%	22.5%	21.5%	23.4%	24.7%

Operating Profit & Operating Expense
Reconciliation GAAP to non-GAAP ($Millions)

$Millions	Q1-17	Q2-17	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Revenue (GAAP)	$1,103	$1,134	$1,123	$1,250	$1,064	$1,106	$1,119	$1,290	$1,028	$1,150	$1,079	$1,152	$911	$890
Operating Expense (GAAP)	($291)	($268)	($249)	($286)	($264)	($334)	($364)	($262)	($271)	($272)	($248)	($303)	($253)	($227)
Total Operating Profit (GAAP)	($51)	($31)	($12)	$1	($24)	($114)	($135)	($52)	($24)	$7	$23	($33)	($26)	$20
Restructuring and DN Now Transformation Expenses	(13)	(14)	(17)	(5)	(4)	(2)	(41)	(32)	(15)	(28)	(20)	(51)	(42)	(43)
Non-Routine Expense	(79)	(56)	(76)	(53)	(37)	(117)	(151)	(103)	(36)	(38)	(23)	(82)	(47)	(34)
Total Restructuring, DN Now Transformation & Non-Routine Expense	(92)	(70)	(93)	(58)	(41)	(120)	(192)	(135)	(52)	(67)	(43)	(133)	(89)	(78)
Operating Expense (non-GAAP)	($229)	($235)	($198)	($234)	-231.86	($223)	($190)	($217)	($220)	($209)	($209)	($203)	($191)	($166)
Total Operating Profit (non-GAAP)	$41	$39	$81	$59	$18	$5	$56	$83	$27	$74	$66	$100	$63	$98
non-GAAP Opex % GAAP Revenue	3.7%	3.5%	7.3%	4.7%	1.7%	0.5%	5.0%	6.4%	2.6%	6.4%	6.2%	8.7%	6.9%	11.0%

Trailing 12-month Reconciliation

$Millions	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Revenue (GAAP)	$4,571	$4,542	$4,539	$4,579	$4,543	$4,587	$4,547	$4,409	$4,291	$4,032
Operating Expense (GAAP)	($1,066)	($1,132)	($1,248)	($1,224)	($1,231)	($1,169)	($1,053)	($1,094)	($1,076)	($1,031)
Total Operating Profit (GAAP)	($66)	($149)	($273)	($326)	($327)	($205)	($46)	($27)	($28)	($15)
Restructuring and DN Now Transformation Expenses	(40)	(28)	(52)	(79)	(91)	(117)	(96)	(115)	(141)	(156)
Non-Routine Expense	(222)	(284)	(359)	(409)	(408)	(329)	(201)	(180)	(191)	(187)
Total Restructuring, DN Now Transformation & Non-Routine Expense	(263)	(312)	(411)	(488)	(498)	(446)	(297)	(295)	(332)	(343)
Operating Expense (non-GAAP)	($899)	($887)	($880)	($862)	($851)	($836)	($856)	($841)	($812)	($769)
Total Operating Profit (non-GAAP)	$197	$163	$138	$162	$172	$241	$251	$268	$304	$328
non-GAAP Opex % GAAP Revenue	4.3%	3.6%	3.0%	3.5%	3.8%	5.2%	5.5%	6.1%	7.1%	8.1%

Note: Differences may occur due to rounding.

Adjusted EBITDA Reconciliation

EBITDA bridge

$ Millions FYE 12/31	FY 2018	FY 2019	TTM[3]
Revenue (GAAP)	**$4,579**	**$4,409**	**$4,032**
Net income (loss)	**($529)**	**($345)**	**($274)**
Income tax (benefit) expense	37	117	64
Interest income	(9)	(9)	(8)
Interest expense	155	203	198
Depreciation & amortization[1]	234	204	194
Non-GAAP EBITDA	**($111)**	**$170**	**$174**
Share-based compensation	37	24	18
Foreign exchange gain (loss), net	2	5	10
Miscellaneous, net	4	4	(4)
Equity in earnings (loss) of unconsol. subs, net	13	(1)	(2)
Restructuring and DN Now Transformation expense	79	113	129
Non-routine expenses, net	295[2]	87	116
Non-GAAP Adjusted EBITDA	**$320**	**$401**	**$441**
DN Now Program Actions – Incremental Run-Rate Cost Savings			
SMP and Software Excellence (A)			$35
Simplify Product Portfolio (B)			41
Reduction of G&A spend and Digital Acceleration (C)			114
Total Incremental Run-Rate Cost Saves			**$189**

DN Now Program Actions & Savings

	Programs	Description	Impact to EBITDA ($M)
A	**Services Modernization Plan and Software Excellence**	• Enhance professional services delivery • Simplify software offerings and leverage AllConnect Data Engine • Greater emphasis on software development effectiveness	**$35**
B	**Simplify Product Portfolio**	• Optimize manufacturing footprint • Shorter lead times • Deploy DN Series	**$41**
C	**Reduction of G&A spend and Digital Acceleration**	• Leverage shared services and automation for finance • Optimize legacy IT platforms and consolidate office space • Partnership with Accenture for digital transformation	**$114**

1) Lower D&A is from fixed assets rolling off and lower CapEx
2) 2018 included ~$180M goodwill impairment charge
3) TTM – trailing 12 months ending June 30, 2020

Adjusted EBITDA

Reconciliation GAAP to non-GAAP ($Millions)

Adjusted EBITDA Reconciliation

$Millions	Q3-17	Q4-17	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Revenue (GAAP)	**$1,123**	**$1,250**	**$1,064**	**$1,106**	**$1,119**	**$1,290**	**$1,028**	**$1,150**	**$1,079**	**$1,152**	**$911**	**$890**
Net income (loss)	**($33)**	**($103)**	**($66)**	**($116)**	**($220)**	**($128)**	**($132)**	**($55)**	**($35)**	**($123)**	**($93)**	**($23)**
Income tax (benefit) expense	(1)	89	19	(30)	45	3	60	9	5	42	20	(3)
Interest income	(4)	(5)	(4)	(2)	(2)	(1)	(3)	(2)	(2)	(2)	(1)	(2)
Interest expense	28	27	26	28	45	55	51	50	52	50	48	48
Depreciation & amortization[1]	66	64	62	58	58	57	53	52	49	49	49	46
EBITDA	**$56**	**$73**	**$38**	**($61)**	**($74)**	**($14)**	**$30**	**$54**	**$70**	**$16**	**$23**	**$65**
Share-based compensation	8	11	14	7	7	9	9	5	5	5	4	4
Foreign exchange gain (loss), net	(3)	(1)	1	3	(2)	0	(3)	5	2	1	(0)	8
Miscellaneous, net	1	(0)	0	3	2	(0)	1	0	1	1	1	(7)
Equity in earnings (loss) of unconsolidated subsidiaries, net	0	(7)	(1)	(1)	(3)	18	0	0	(1)	(1)	0	0
Restructuring & DN Now Transformation Expenses[2]	17	5	4	2	41	32	15	28	20	49	36	23
Non-routine expenses, net[3]	41	24	6	88	123	78	12	14	0	60	26	29
Adjusted EBITDA	**$121**	**$105**	**$62**	**$41**	**$93**	**$124**	**$65**	**$107**	**$98**	**$131**	**$89**	**$122**
Adjusted EBITDA % GAAP revenue	10.8%	8.4%	5.8%	3.7%	8.3%	9.6%	6.3%	9.3%	9.1%	11.4%	9.8%	13.7%

Adjusted EBITDA - Trailing 12-month Reconciliation

$Millions	Q1-18	Q2-18	Q3-18	Q4-18	Q1-19	Q2-19	Q3-19	Q4-19	Q1-20	Q2-20
Revenue (GAAP)	**$4,571**	**$4,542**	**$4,539**	**$4,579**	**$4,543**	**$4,587**	**$4,547**	**$4,409**	**$4,291**	**$4,032**
Net income (loss)	**($225)**	**($317)**	**($504)**	**($529)**	**($595)**	**($534)**	**($350)**	**($345)**	**($306)**	**($274)**
Income tax (benefit) expense	71	77	123	37	78	117	77	117	76	64
Interest income	(17)	(14)	(12)	(9)	(8)	(8)	(8)	(9)	(8)	(8)
Interest expense	113	109	126	155	180	201	209	203	200	198
Depreciation & amortization[1]	248	251	242	234	226	220	212	204	200	194
EBITDA	**$188**	**$106**	**($24)**	**($111)**	**($119)**	**($4)**	**$140**	**$170**	**$163**	**$174**
Share-based compensation	41	39	38	37	32	30	29	24	19	17
Foreign exchange gain (loss), net	2	1	2	2	(2)	0	4	5	7	10
Miscellaneous, net	1	4	4	4	5	3	3	4	3	(4)
Equity in earnings (loss) of unconsolidated subsidiaries, net	(10)	(9)	(12)	13	15	16	18	(1)	(1)	(2)
Restructuring & DN Now Transformation Expenses[2]	40	28	52	79	91	117	96	113	134	128
Non-routine expenses, net[3]	95	159	241	295	301	227	104	86	101	116
Adjusted EBITDA	**$358**	**$329**	**$301**	**$320**	**$323**	**$389**	**$394**	**$401**	**$425**	**$441**
Adjusted EBITDA % GAAP revenue	7.8%	7.2%	6.6%	7.0%	7.1%	8.5%	8.7%	9.1%	9.9%	10.9%

Adjusted EBITDA outlook for 2020 of $400 million - $440 million

With respect to the company's non-GAAP adjusted EBITDA outlook for 2020, it is not providing a reconciliation to the most directly comparable GAAP financial measure because it is unable to predict with reasonable certainty those items that may affect such measures calculated and presented in accordance with GAAP without unreasonable effort. These measures primarily exclude the future impact of restructuring actions and net non-routine items. These reconciling items are uncertain, depend on various factors and could significantly impact, either individually or in the aggregate, net income calculated and presented in accordance with GAAP. Please see "Use of Non-GAAP Financial Measures" for additional information regarding our use of non-GAAP financial measures.

1) Deferred financing fees have been removed from depreciation and amortization.
2) Excludes accelerated ERP depreciation, included in depreciation and amortization
3) Net non-routine expenses excludes the Wincor Nixdorf purchase accounting adjustments, which are included in depreciation and amortization.

Note: Differences may occur due to rounding.