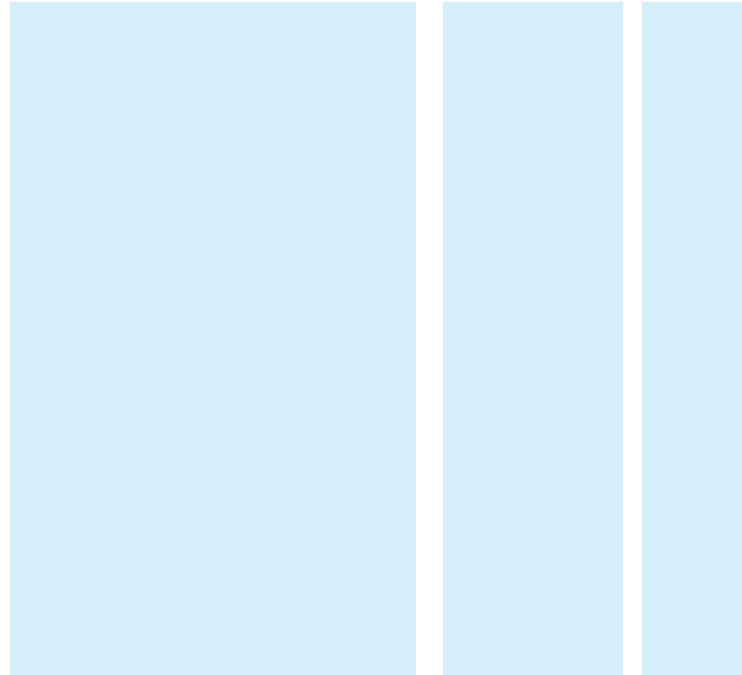


SECURE. EFFICIENT. PROACTIVE.



Remote Services technology utilizes a secure, remote connection to self service devices to provide maintenance and repair.

The development of remote service diagnostic technology is a direct response to worldwide customer demand for the fastest, most effective service delivery possible. Now more than ever, the demand for service quality must also address a complex myriad of evolving security needs for automated teller machine (ATM) owners. As a market leader in both service and security, Diebold has answered the call with the introduction of OpteView® Remote Services in April 2004, enhancing service delivery through the secure environment expected by a service provider, especially a leader in the security market.

Remote Services technology utilizes a secure, remote connection to self service devices to provide maintenance and repair. It leverages a secure, Internet-based platform utilizing a distributed, intelligent software solution over the Internet to connect remote devices in real-time to the people and systems responsible for their service and support.

Essential Technology for the ATM Environment

Consumer confidence in the financial industry has been hit hard this year given the sub-prime crisis, financial bailouts and the consumer credit crunch. In this new era, it is imperative for financial institutions to maintain the highest levels of quality and service to its customer base.

The ATM continues to be the number one delivery channel offering real-time convenience to customers across the globe 24/7. The uptime and availability of an ATM has become more important than ever in order to maintain confidence in the banking infrastructure and to ensure banking services and funds are available to its customers.

The ATM is a staple enabling financial institutions to connect with customers. Today, a customer walking up to an ATM that is down takes on a whole new dimension to "Out of Service."

Along with offering the best customer service, financial institutions are faced with increased fiscal tightening and the need to offer services more cost effectively. The ATM continues to be the most efficient, cost-effective tool to offer banking services. Furthermore, ATM enterprises are monitored closely to ensure maximum availability and accessibility of these services to consumers. This is where an experienced service provider can effectively impact this result.

An Interactive Technology, Software and Media Association (ITSMA) study found ATM availability, response time and resolution time proved to be the top three criteria in choosing and being satisfied with a service provider. This research also indicated financial institutions expect 99 percent uptime and one- to two-hour response time. Remote services solutions, like OpteView position a service provider to meet difficult service level agreements (SLAs) for customers on an ongoing basis. However, remote services allows a service provider to respond in minutes and potentially resolve issues in a fraction of the time it would take if a technician had to visit the site.

Secure Technology

Security is necessary for the success of remote service technology. Millions of pages of data are securely transmitted daily across the Internet. Remote service technology leverages the secure TCP/IP platform with additional access and activity controlled through a permissions-based tool residing within the customer's security architecture. A complete audit trail is always available which meets the important IT and operational security requirements presented by financial institutions.

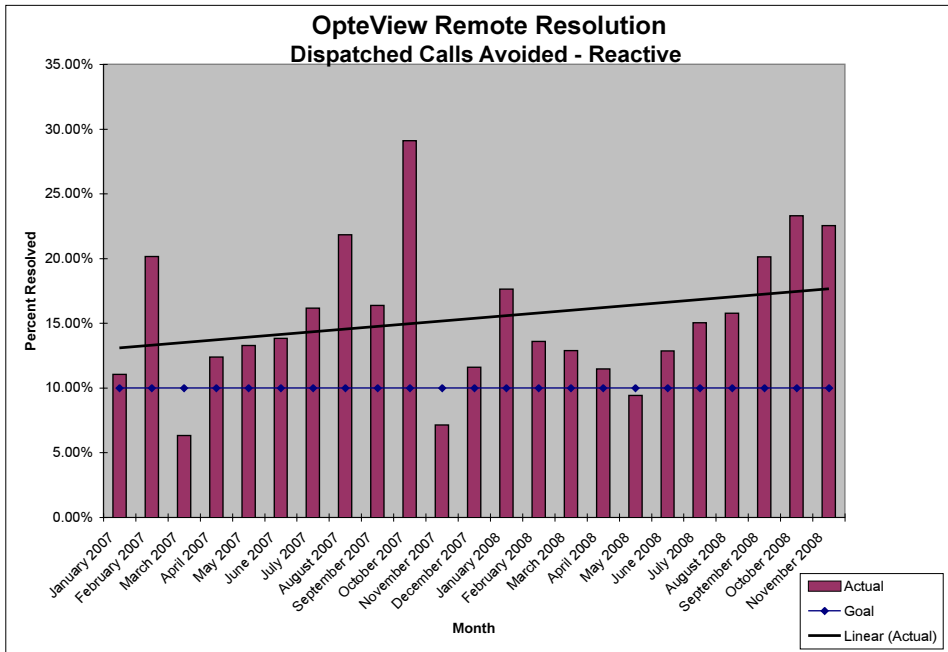
These enhanced security measures ensure that no data has been compromised and no outsiders have been granted access.

ATM Remote Services in Action

The introduction of remote services to the ATM world promises you faster, better and more economical ATM availability than ever before, which translates into more opportunities for generating revenue and improving customer service. Having remote service capabilities can also reduce nuisance billing from your service provider as well as improve performance of enhanced functions.

Remote services can be critically valuable during new implementations and the ongoing support of new technologies. Added ATM functionality can cause initial drops in availability due to user error and other factors. If an onsite technician is needed, remote service technology will ensure they are equipped with the added technical support and parts they need to do the job right-immediately.

Diebold's OpteView remote service solution provides real-world data on how ATM remote servicing can positively impact improved uptime or availability. The chart below shows the number of dispatched calls avoided during 2008. Diebold's OpteView remote service can resolve an average of 14 to 17 percent of service calls monthly - increasing ATM availability and customer satisfaction.



In addition to the almost 16,000 service calls remotely resolved, the OpteView solution was also able to proactively resolve issues, by making configuration improvements or by deploying hot fixes more than 1,600 times. OpteView operators also assisted the onsite technician on an additional 5,100 instances. This means that on nearly 22,700 occasions in 2008, OpteView saved time and added value by improving resolution times when completing a portion or all of the troubleshooting or diagnosis remotely. What more could you ask for? With OpteView, our customers can receive immediate responses and resolutions to most problems remotely within 20 minutes!

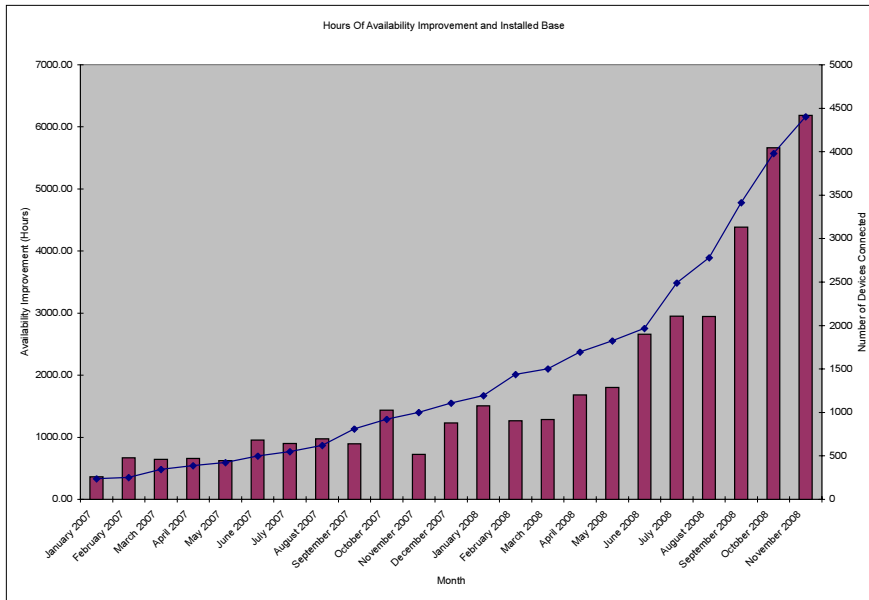
In 2008, more than 4,500 terminals utilized OpteView remote service. The remote resolution of more than 16,000 calls on those terminals equated to an uptime improvement of more than 6,000 hours. This is almost 1.4 hours per terminal each month.

The Future of Remote Service Technology

It is important for ATM service providers to meet stringent SLAs and key performance indicators as established by customers. Remote services technology assists in allowing the detection of potential issues before they escalate, degrade performance or cause a system failure.

This remote access and real-time information allows our remote service specialist to conduct a remote diagnostic session and provide detailed information to the service technician when needed - reducing on-site resolution time and improving first time fix rates. In many cases, the ATM is repaired remotely within minutes! In either case, the amount of time to gather data and the ability to respond to real-time information, shifts the maintenance service delivery model to immediate and informed response.

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The OpteView technology provides real-time, immediate analysis with the ability to connect immediately to or capture information from the terminal. This type of remote data retrieval can make detailed data available to provide efficiencies in terms of speed and cost. With OpteView, the remote connection can be used to determine ATM operability and to offer improved and more detailed data direct from the ATM. Remote connection also provides for faster implementation of new services as data is readily available without a site visit. The latest software version can be identified immediately and terminal upgrade compatibility can be assessed, which prevents unexpected problems and eliminates the need for last minute site surveys.

Essentially, this immediate terminal connection allows real-time access to performance data and has the ability to pull data on a recurring basis to form baselines for device performance. It also monitors changes in performance more effectively to possibly predict a failure.

Remote management of this kind maximizes availability and uptime as essential service calls that can be scheduled during off-peak hours. This prevents downtime associated with reaction time such as travel time.

Summary

Due to the complexity of ATM technology, it must be understood that remote services will never be a replacement for highly-valued onsite service technicians. The ATM and other devices are too complex and will always require hands-on field expertise at some point. Remote services for the ATM and any other equipment are a necessary part of an evolving service model geared toward providing unmatched response and the highest availability possible. In summary, OpteView Remote Services provides faster resolution time, improved troubleshooting capabilities and real-time support to maximize ATM availability for increased customer satisfaction.

Call on Diebold for the latest in product, service and security solutions. Since 1859, Diebold has put the customer first.

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