

DIEBOLD NIXDORF CS 9900 BRANCH AUTOMATION SYSTEM

SELF-SERVICE EFFICIENCY MEETS BRANCH EXPERIENCE

Despite strong migration to digital channels, many customers still want to visit a branch to talk to someone when buying a product or seeking advice. In fact, more than 70% of new account and product sales still take place at the branch, and accounts opened at a branch tend to be more profitable. While customers are migrating to digital touchpoints, branches will likely retain their traditional status as advice and sales centers moving forward. As banks seek ways to increase cost-efficiency and enhance customer relations, self-service and assisted self-service technology located in the branch are seen as increasingly popular tools.

PHILOSOPHY

Financial institutions (FIs) want to harness the sales and customer relationship-building benefits of the branch while reducing costs by freeing tellers from conducting routine transactions. Self-service hardware and software can help, along with being especially aesthetically pleasing and cost-effective solutions. With a lower height than traditional ATMs, the ability to be built into furniture or teller lines, and customizable sidecar configurations that allow the addition or subtraction of functionality as required, the CS 9900 is purpose-built to be the ideal answer to the branch environment's needs.

SAVE TIME AND MONEY

As FIs bid farewell to traditional teller counters and embrace open branch concepts to better attract and serve consumers, the CS 9900 provides routine transactions at only 25 percent of the cost of a teller transaction. 54 percent of basic transactions can be completed through self-service devices, and since 70 percent of consumers aged 65 or older visit a branch to deposit a check, as do 47 percent of 18-24 year olds, this showcases just one of many opportunities for cost reduction. In the process, deposits are accurately and instantly counted and secured, cash is cost-effectively recycled and tellers can become sellers who educate customers about products or provide one-on-one support. The result is reduced customer wait times and increased customer satisfaction.

BUILD RELATIONSHIPS AND SALES

Not only does the CS 9900 free tellers from conducting routine transactions, it also fosters relationship-building by its very design. A consumer can press a teller assistance button if they want help in-person or via video connection, and the CS 9900 can interface with a tablet application for branch staff that allows remote interaction with the system. Tailored 1:1 marketing campaigns can be delivered through the CS 9900's large 19-inch display, and staff members can be digitally armed with customer information to empower more targeted conversations with visitors.

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FEATURES

APPLICATION

- Rear Load In-lobby teller terminal

MEDIA TECHNOLOGY

ActivRecycle™

- Cassettes
 - 4+1 (4 Recycling Cassettes + 1 Acceptance Cassettes)
- Max. fill level per cassette: 295 mm
- Recycles up to 8 denominations
- up to 400 notes deposit/200 notes withdrawal in bundles
- Transport speed: max. 8 banknotes per second for deposits/ dispenses

ENHANCED SECURITY

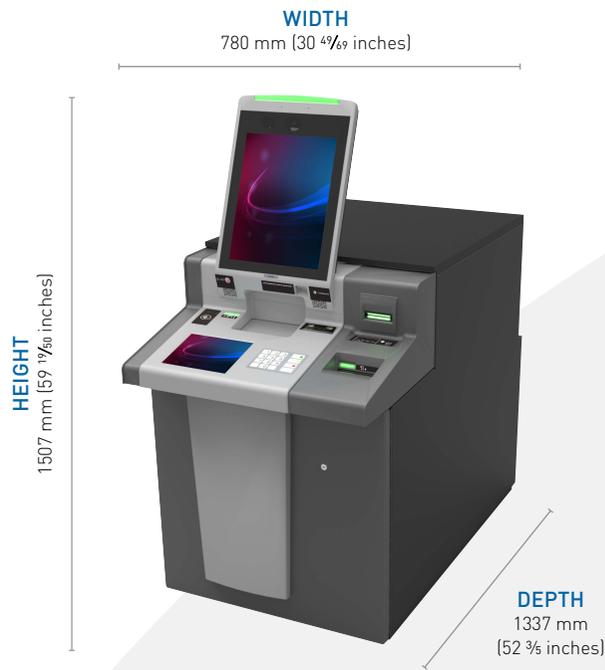
Physical

- Consumer Awareness Mirrors
- Anti-Card Trapping functionality
- Anti-Skimming solution
- Unique skimmer-deterring bezel

Logical

- SPEAR™ module authentication and secure communication
- Hardened operating system
- Symantec™ endpoint protection
- ValiTech® (secure service access)
- Encrypting PIN pad

DIMENSIONS



TOP OF DISPLAY HEIGHT

Portrait Height: 1397 mm (55 inches)
Landscape Height: 1327 mm (52 1/4 inches)

WHY DIEBOLD NIXDORF?

With an installed base of one million customer touchpoints in more than 120 countries, Diebold Nixdorf leads the industry in self-service cash systems automation innovations. This positions us to better understand the market needs of today and anticipate those of tomorrow. Leveraging our IP and expertise in cash handling, security and branch automation, we use our knowledge across peripheral markets where self-service efficiencies are emphasized for consumers who desire ease, familiarity and security with their day-to-day transactions—from branch to mobile and beyond.

SYSTEM OPTIONS

SECURITY

- Portrait and cash slot cameras
- ASD
- TMD6001
- PIN Pad Shield
- Security safe
 - UL291 LEVEL 1
 - CEN I
 - CEN III GAS
 - CEN IV GAS
- Basic alarms and sensors
- Enhanced alarms
- Encrypted hard drive and trusted boot security
- Symantec Critical Systems Protection

DISPLAYS

- 19" XGA color consumer display touchscreen**
- Portrait or Landscape option
 - High Bright
 - Privacy filter
 - 10.4" ActivView secondary consumer display
 - 10.4" Rear service operator panel display

PROCESSOR

i5 processor

ACCESSIBILITY

Headphone jack

CONSUMER EXPERIENCE

- Service Teller Call Button
- Countertop panel
- 2-way video camera/microphone

POWER ARCHITECTURE

Uninterruptable power supply (UPS)

ID DEVICES

- EMV-ready card reader, ActivEdge™, Motorized or Dip
- Contactless card reader
- Barcode scanner 1D/2D
- Drivers license scanner
- A4 single-sided scanner

PRINTERS

- 80 mm enhanced graphical receipt printer
- Passbook printer
- Passbook/document combo printer
- Journal printer
- Statement printer (A4, Letter, 6")

DISPENSER/DEPOSITORY

- ActivCheck Bulk Check Acceptor
- Advanced Function Dispenser