

The background of the entire page is a photograph of two women interacting with a modern ATM. One woman is smiling and holding a tablet, while the other is looking at the ATM screen. The ATM screen displays a menu with options like 'Withdrawal', 'Deposit', 'Balance', and 'Cancel'. The overall theme is modernization and user-friendly technology.

ATM modernization

**Five reasons to modernize
your aging ATM install base**

An NCR white paper

Modernize to serve your customers better

The financial services industry has undergone enormous change over the past decade. It's now under constant pressure from new regulatory requirements, security threats and consumer demands.

Despite those changes, with over 3.2 Million ATMs anticipated to be installed by 2024, ATMs are still going to be vital as a secure, trusted self-service channel for consumers for delivering cost effective banking solutions.

This white paper explains why your financial institution should modernize its ageing ATM fleet and how NCR can help you deliver ATM services more successfully.



1. Investment in the ATM channel

Financial institutions are continually looking to utilize a range of delivery channels. Along with looking to reinvent self-service, they're balancing capital cost, deployment speed and overall value with their goals of customer acquisition and retention, brand building and revenue generation.

So it's no surprise that their spending on banking automation is stretched across several complementary delivery channels. The battle for resources is more intense than ever.

This resource challenge and recent economic conditions are real inhibitors. It is this background that is causing many financial institutions to keep older ATMs running far beyond their natural five-year life span—in some cases ATMs can be in the field for fifteen years or more.

However, to deliver services more successfully, it's important to modernise your ATM fleet. This investment will help your financial institution:

- Protect against emerging security threats
- Improve your ATM availability and uptime levels
- Increase revenue and reduce costs
- Provide a better consumer experience



100%

ATM security remains one of the most top of mind issues for financial institutions globally. ATM crime is evolving. New forms of attacks have developed as a result of new technologies and the rise in the sophistication of criminals.

Attacks could cost your financial institution more than \$1,000 per year for each ATM in your estate. Modernizing your ATM fleet will help you stay ahead of the security threats with a comprehensive, layered approach.

For example, NCR SelfServ™ ATMs are designed and engineered to include the most current security features. NCR Secure™ hardware solutions for SelfServ ATMs are optimized to provide the highest level of protection against new and evolving forms of attacks such as card-skimming.

All new NCR SelfServ™ 80 Series ATMs have security 'designed in' and are configured to run the newest versions of NCR's security software solutions. This provides maximum protection against costly attacks.

Modernizing an older ATM fleet does more than just enhance security. It also helps financial institutions comply with regulatory and industry mandates.



3. Drive higher availability

What matters most to ATM channel owners? Ultimately driving uptime, minimizing failed customer interactions and ensuring high levels of availability.

Media Handling 2.0 from NCR is a range of dispense, deposit and recycling modules that are core to the new NCR SelfServ 80 Series and are already generating fantastic results and driving higher availability.

With Media Handling 2.0, NCR provides you with a highly configurable ATM module set that provides a clear upgrade path to help future proof your estate. Invest today and get ready for tomorrow. Media Handling 2.0 provides the widest range of deposit, dispense and recycling options in the industry, many of which are unique to the NCR SelfServ 80 Series.



4. Increase revenue and reduce costs

Modernizing your ATM fleet will help you drive transaction migration, reduce the cost to serve and generate more revenue.

Replacing older ATMs can drive operational efficiencies by reducing service and maintenance costs or by making it possible to roll out new cost-saving transactions, such as intelligent deposit.

Financial institutions don't necessarily have to replace their older ATMs with newer versions of the same machines. If a financial institution wants more deposit-based points of presence, cash dispensers can be replaced with multifunction devices.

This kind of switch can be a major cost-cutter. For example, migrating to intelligent deposit technologies can significantly reduce the cost of processing cash and check deposits.

NCR research shows that the cost of processing a deposit transaction at an ATM can be up to 30 percent less than the cost of processing with a teller. ATM transactions are also faster—only 60 seconds on average, compared to 3 minutes with a teller—so customers spend less time in line.

With more deposit transactions done at ATMs, bank staff will be freed up to focus on more value-added selling or concierge activities. All of this is great news for your customers and your total cost of ownership.

Newer ATMs can also deliver value-added transactions, such as multi-currency and foreign exchange transactions, deposit and recycling-based transactions, bill payment and money transfers.



5. Maximize the consumer experience

By modernizing your ATMs, you'll provide a better consumer experience than ever. This will help you increase adoption and attract customer advocates.

- **Offer a next-generation experience** with some ATMs offering multi-touch and contactless interactions
- **Stand out** with machines that feature contemporary design
- **Maximize** adoption of new types of transactions

More and more financial institutions are realizing that there's a step beyond simply optimizing the mix of stand-alone channels. That step is multi-channel integration.

Multi-channel integration offers a seamless experience between channels. This allows consumers to start a transaction on one channel and finish it on another. Older ATMs are increasingly unlikely to be able to handle the fulfillment side of these transactions.

There's real value in giving consumers a choice. Research consistently shows that multi-channel consumers are more loyal and spend more than single-channel consumers.



6. Modernize now to meet your customer's expectations

Today's retail banking environment is more competitive than ever. If you don't update your ATM fleet, it could put your financial institution at a huge disadvantage in terms of customer service, ease of use and availability.

On top of that, an ageing ATM's performance declines sharply, resulting in higher downtime. This means lost revenue, higher maintenance costs and lower customer satisfaction.

Modernizing your ATM fleet will help you drive higher availability, protect the channel with the latest security features, reduce operating costs and open up the possibility of rolling out new value-added transactions. Most importantly, it will help you deliver a better consumer experience.

Your ATM fleet is the window to your brand, and it's the primary point of contact between you and your customers. It's a vital asset that deserves the highest levels of attention.

In a digital first world, modernize your ATMs now to provide the experience your customers expect.





Contact us at **NCR.com** today

Why NCR?

NCR is a leading global technology company that brings unexpected value to every interaction between customers and businesses. The company behind the world's **#1 ATM SelfServ brand** and **ranked #1 globally for ATM multi-vendor software**, we power 5 of the 10 highest-ranked banking apps with digital banking solutions used by 15M+ consumers.

Digital first but not digital only, our software, hardware and services help financial institutions bridge their digital and physical operations. From banking apps to branch transformation, our future-proofing technology runs the entire bank, delivering customized, secure, "anytime, anywhere" experiences that create more value for FIs and their customers.

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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