

CLEANING CASE STUDY

Cleaning Drives Improved ATM Performance

Results of Customized Solutions Proven with 6-Month Diebold Nixdorf Pilot



Background

As part of its continuous improvement initiatives, Diebold Nixdorf wanted to look into the effects of debris from currency and the environment on the performance of its smart deposit ATMs.



Objective

Diebold Nixdorf commissioned KICTeam to determine if dust and dirt was affecting the operation of the ATMs and if effective cleaning could drive improved performance.



Method

KICTeam ran extensive tests, including running millions of used bills through ATMs, to analyze how dirt and debris impacted performance. They found that while the ATMs were robustly designed, it was impossible to stop dirt from building up. Further, the build-up had an effect on the consistent movement of notes and checks as well as the ability to accurately validate the currency.



Solution

KICTeam then worked with Diebold Nixdorf to create products by adapting their unique technology platforms to each specific smart deposit ATM. Diebold Nixdorf technicians then ran an extensive 6-month pilot to test the effectiveness of the recommended cleaning program.



Results

At the end of the pilot, the use of the new cleaning products was proven to have improved the performance of the ATMs:

- Fewer Double Note Detections
- Fewer Skewed Notes
- Fewer Rejects
- Improved Customer Experience
- Increased Availability



"This project demonstrated that consistent use of these specialized cleaning tools will improve performance, increase availability and enhance the user experience."

Chase Andrews, VP AMS Service Operations | Continuous Improvement, Diebold Nixdorf