

# Inter-Organizational Alignment Enabled this Danish Financial Group to Prioritize Unique Skill Sets

Bankdata powers financial technology services for a group of 11 Danish banks, including majority stakeholder Jyske Bank. The company serves as a strategic partner to the banks, but over the years their staff took on more and more of the management responsibilities for the banks' network of ATMs and self-service devices.

With staffers tied up managing daily operations and technical support, strategic advising and the development of new solutions were becoming luxuries. Lars Dam Kähler, Business Manager, ATMs at Jyske Bank and Søren Becher Andresen, Head of ATMs for Bankdata, spearheaded the initiative to restructure the approach, and today, a comprehensive service partnership with Diebold Nixdorf is lifting the day-to-day channel management burden, enabling Bankdata, Jyske and the 10 other individual banks to focus on what they each do best.

## Bank Overview

### Jyske Bank

Denmark's second-largest independent bank



**98** locations and  
**31.3** billion DKK in equity

## Partner Overview

### Bankdata

Founded in 1966  
One of Denmark's largest fintech IT companies

Owned by **11** Danish banks, including majority stakeholder Jyske Bank



## CHALLENGES



Free Bankdata staff to provide more advisory services and strategic guidance



Improve ATM uptime



Simplify and streamline ATM operations

## SOLUTIONS



Robust service infrastructure and knowledgeable technicians



Enhanced ATM monitoring tools



Newly automated processes

## IMPACT



Bankdata employees are refocused on developing new solutions



ATM availability is expected to rise from 98% to 98.5%



Service response and network visibility has significantly improved

### SIMPLIFYING A COMPLEX NETWORK

Bankdata has built its reputation on the ability to provide strategic advice and solutions to the group of 11 banks that own the IT company. As customers and owners, the banks have high expectations — and over time, competing priorities began to erode some of Bankdata’s key responsibilities.

“Over the last few years, we began to see that the internal investment in tools and manpower to properly manage and maintain our ATM fleet was going to be too costly to keep up,” explains Lars Dam Kähler, Business Manager, ATMs at Jyske Bank. “Internal fleet management requires a great deal of attention and day-to-day work, and we wanted Bankdata to focus their time and energy on developing more strategic IT solutions for our bank group, rather than tie staff up with daily operations and technical maintenance.”

The complex network of organizations included not only Bankdata and its 11-member bank group, but also third-party vendors such as CIT companies and a service desk. Bankdata staffers were managing this complexity and tying together the many different parties involved, while simultaneously trying to meet the long-term strategic IT goals of the bank group.

Diebold Nixdorf offered Bankdata, Jyske and the rest of the member banks an opportunity to not only streamline and simplify operations, but also to optimize the individual processes involved with cash management, ATM monitoring, maintenance and vendors SLAs.

### THE POWER OF END-TO-END SUPPORT

“Our banks come to us with a challenge, and we want to be able to advise them on the best long-term solution,” explains Søren Becher Andresen, Head of ATMs for Bankdata. “This partnership with Diebold Nixdorf not only frees our staff from managing the ATM network, it also allows us to offload some of the testing and behind-the-scenes work that was bogging our teams down in the past, and focus on ideating and developing new IT functionality and features.”

Diebold Nixdorf was able to bring “more to the table” than any competitor. As a world-leading ATM hardware, software and services provider, we offered the holistic, flexible partnership that Jyske and Bankdata required. Throughout past hardware implementations, Diebold Nixdorf had proven its professionalism, management capabilities and attention to due diligence. With the broad managed services partnership in place, Diebold Nixdorf can automate and standardize ATM break/fix issues, provide faster first line and second line maintenance, ensure enhanced transparency and make the entire channel management structure more process-driven.



“If you look at the time usage of the team that was running the ATM network, they were probably devoting around 60% of their time to managing the network, and 40% to developing new functionality,” notes Andresen. “This partnership means they’ll have a much greater opportunity to focus on new features that can help us future-proof our banks and our channels for many years to come. We’re excited to be able to support the strategic IT requests of our 11 partner banks, speed our time-to-market with new functionality and support the latest technology in the most optimized, efficient way possible.”