



SERVICES

- Client Computing
- Smart Supply

USER EXPERIENCE

- Improved ATM experience
- Stronger cybercrime protection

BUSINESS IMPACT

- Reduced complexity
- Fewer on-site ATM fixes

BUSINESS OUTCOME

- Increases customer service levels
- Safeguards reputation

BRANCHING OUT

Nationwide safeguards ATM availability at 700 branches with Computacenter

OBJECTIVE

To deliver 24x7 self-service access to banking services, Nationwide provides ATM facilities at 700 of its branches. With support for the ATMs' operating system, Microsoft Windows XP, due to expire, the building society needed to upgrade to a supported version of the operating system to safeguard against cybercrime, ensure regulatory compliance and offer improved ATM services to its customers. In addition, Nationwide was interested in exploiting the capabilities of a modern operating system to enable more cost-effective remote management of its ATM estate.

SOLUTION

Nationwide turned to its long-term IT partner Computacenter to upgrade its 1,360 ATMs to Microsoft Windows 7 and design a new operating system build that would enable an enhanced capability to provide remote support. As part of the upgrade, Computacenter worked with Nationwide's ATM software supplier to overcome compatibility issues and assist Nationwide to be one of the first financial organisations in the UK to upgrade to Windows 7.

OUTCOME

Nationwide has mitigated the risks of running an out-of-support operating system and enhanced its capability to support its ATM estate. Remote support capability has meant that ATM SLAs have been significantly improved, as many ATM issues can now be resolved remotely and maintenance patches and updates can now be deployed from a remote location, therefore eliminating the need for engineers to physically visit the branch. By modernising the technologies supporting its ATM services, Nationwide has enhanced its defences against cybercrime, safeguarded its reputation and improved the customer ATM experience.



Computacenter helped accelerate the modernisation of our back-end ATM devices, enabling us to safeguard customers services and security."

Jay Bourne, Senior Operations Manager, Business Services, Nationwide Building Society

