

# *2018 Channel Partner Conference*

*Partnering for the Future!*

*John Stroia*

# *What's happening....*

- At Hamilton
- In the market
- With cash
- With our competition
- With Steel



# *What's Happening at Hamilton*

- New products/enhancements
  - TCR!!
  - New Electronic Security offerings
  - Diebold parts
- New website
- Online ordering
- New customer service Philosophy
  - Channel Partner Managers (Concierge)
  - Revamped RMA process
- Payment Terms – Net 30 Days
- LEAN/Six Sigma
- Same Three Key Initiatives
  - Cash Management
  - Service Growth
  - Pharmacy

## *What's Happening in the Market*

- Leveling off of branch closings, especially from top banks
- Top Banks are building – Wells Fargo, Chase, BOA
- New Branches from community banks and credit unions
- Ease of certain regulations for banks spurring spending in different avenues
- Rethinking where and how cash is handled and secured....
- Electronic Security – seeing banks replace NVRs at all branches
- A lot of old equipment....night heads, deal drawers
  - Diebold obsolete service on many old heads

# *What's Happening with Banks*

| <b>Year</b> | <b>Institutions</b> | <b>Branches</b> |
|-------------|---------------------|-----------------|
| 2017        | 4,918               | 79,163          |
| 2016        | 5,112               | 80,089          |
| 2015        | 5,340               | 81,541          |
| 2014        | 5,607               | 81,990          |
| 2013        | 5,847               | 82,735          |
| 2012        | 6,072               | 83,576          |
| 2011        | 6,275               | 83,203          |
| 2010        | 6,519               | 82,646          |
| 2009        | 6,829               | 83,130          |
| 2008        | 7,077               | 83,056          |
| 2007        | 7,279               | 79,269          |

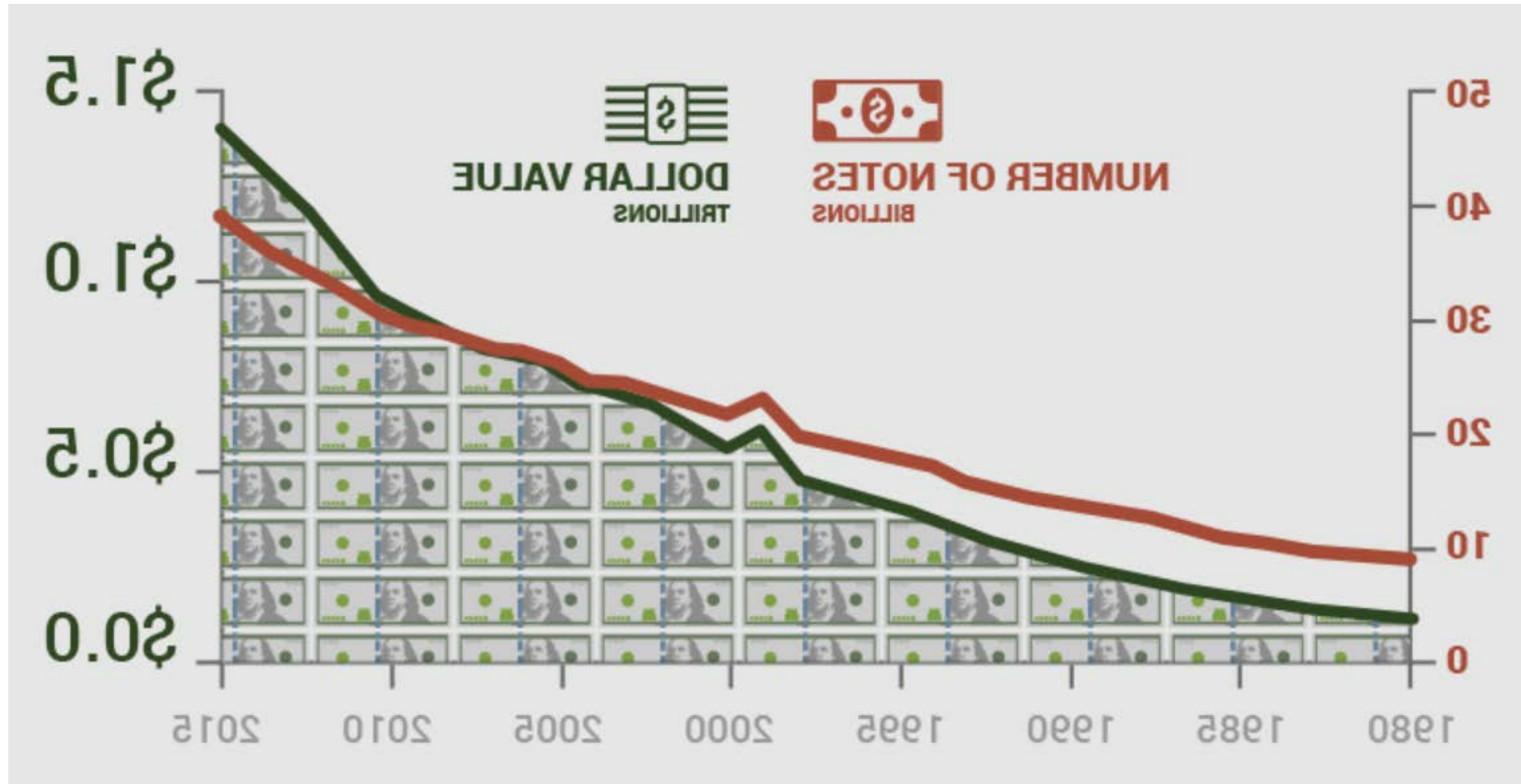
FDIC Insured Branches

## *...and Credit Unions*

- Over 6,000 Credit Unions
- Over 20,000 Credit Union branches
- Over 95 million members (45.4% of financially active population)

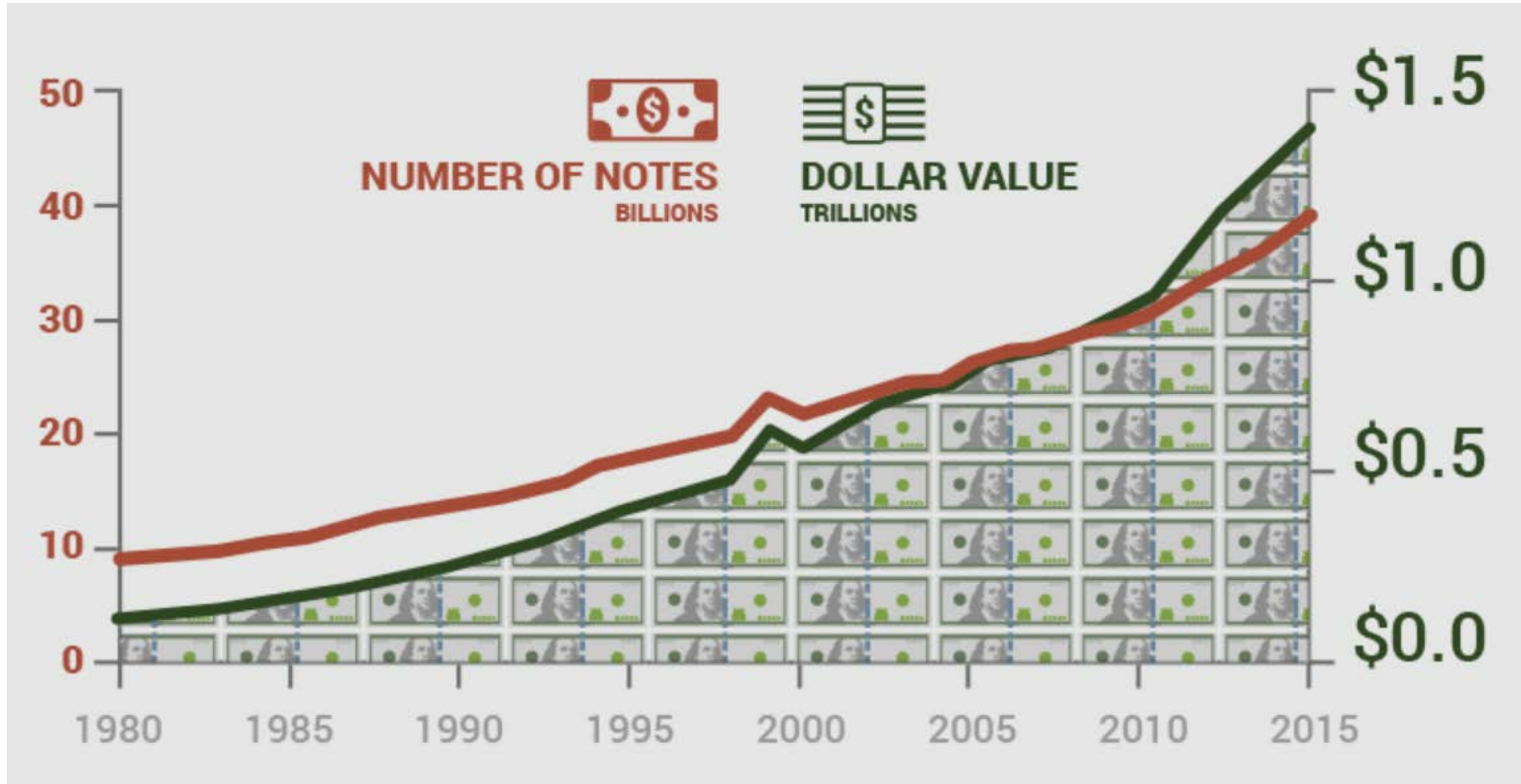
*There are still thousands of locations where we can win business!*

# What's Happening with Cash

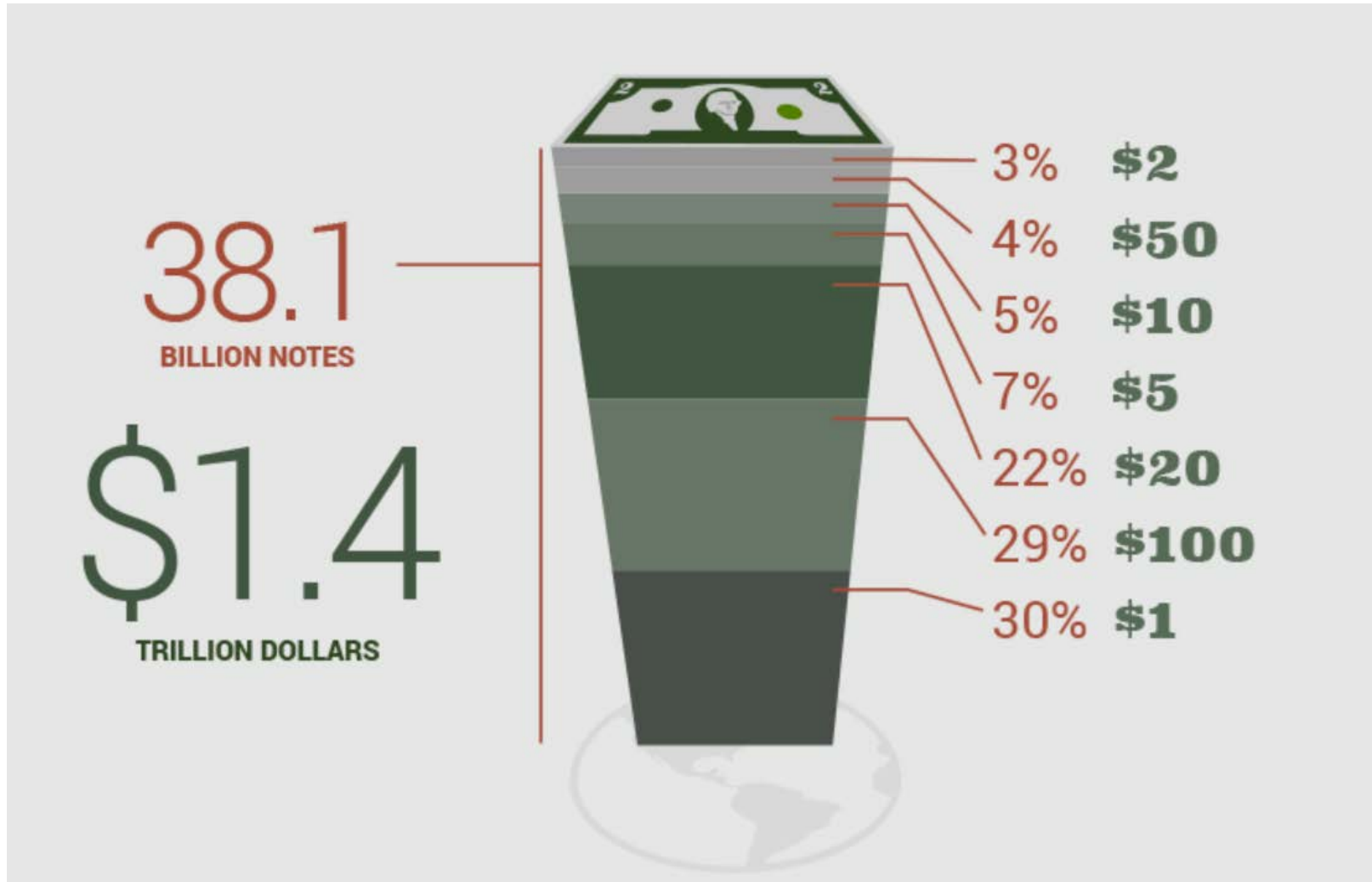




# What's Happening with Cash



# What's Happening with Cash – How much is out there?



# *What's Happening with Cash – Teller Cash Recycler*

- The TCR is installed in the market
  - Aligns with brand and strong distribution channel
- Complete integration with:
  - CFM
  - Compuflex
  - DynaCash
- We will be aggressively pursuing Partners to sell our solution

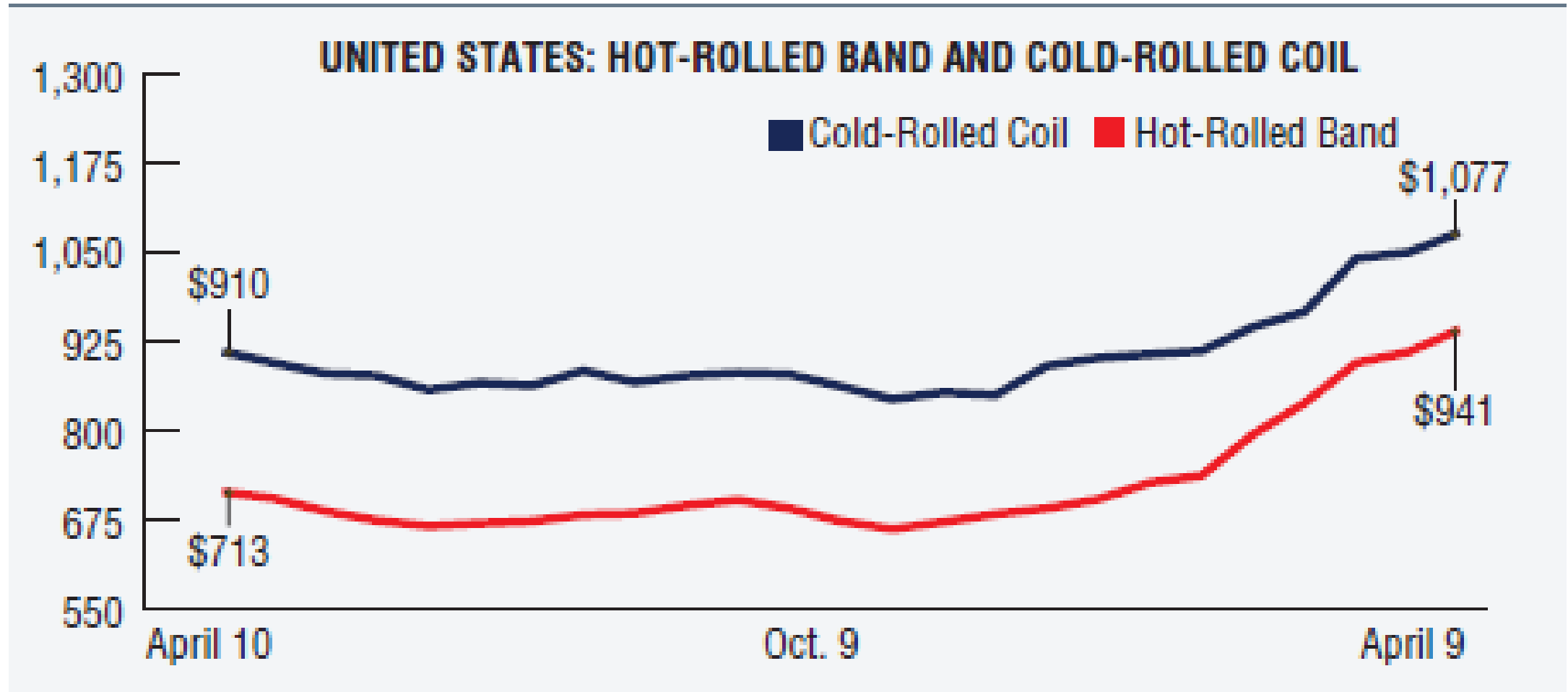


# *What's happening with our competition*

- New CEO
- Stock at 20 year low
- No new product development
- Discontinued service on most old depository heads
  - They are pushing replacement with Securomatic AHD
  - **Huge opportunity to break into competitive accounts – 98 RH will save customers \$1,000s**
- We must win competitive accounts now!



# What's Happening with the price of steel



*Thank you for your business*

*Thank you for being here*