



## CASE STUDY

DELIVERING ON A MULTINATIONAL BRAND'S  
REPUTATION FOR HIGH STANDARDS

# CASE STUDY DIEBOLD



NORTH CANTON, OH  
WWW.DIEBOLD.COM

Diebold is one of the world's largest self-service technology and security system providers, servicing companies across multiple industries. Since Diebold's founding in 1859, its solutions have optimized convenience, efficiency, compliance and security for financial, commercial and retail businesses.

## THE CHALLENGE COST-EFFECTIVE SUPPORT FOR HIGH STANDARD SERVICE LEVEL AGREEMENTS

The company providing technology repair for Diebold customer equipment delivered inconsistent quality, resulting in additional product failures after repair. In addition, repair and maintenance pricing was based on a high minimum per device despite the level of maintenance required.

When considering these challenges, Diebold leadership re-evaluated repair and maintenance services for customer technology. In order to uphold high quality of service standards, Diebold needed a technology repair company that was **cost effective**, offered **high quality repairs**, and **fast turn times**.

### 4 KEY REQUIREMENTS:

SUPPORT MULTIPLE DEVICE TYPES FROM MULTIPLE MANUFACTURERS

REDUCE TURN TIMES FOR REPAIRS

PROVIDE COST EFFECTIVE MAINTENANCE TAILORED TO EACH CUSTOMER

DELIVER CONSISTENT AND DEPENDABLE REPAIR

## MULTI-NATIONAL CLIENT LIST

Their security solutions have safeguarded businesses, landmarks and treasures worldwide including **HOPE DIAMOND, CHRISTIE'S AUCTION HOUSE, AND CHARTERS OF FREEDOM.**

**SOLUTION  
PROVIDER FOR:**  
SECURITY CAMERAS  
PRINTERS  
MONITORS  
ATM RECEIPT PRINTERS  
POINT OF SALE EQUIPMENT  
BARCODE AND IMAGE  
SCANNERS

**\$4.8B**  
ANNUAL REVENUE (USD)

**23,000**  
EMPLOYEES

# THE SOLUTION

## LEXICON'S 4 PART CORE COMPETENCY ACTION PLAN



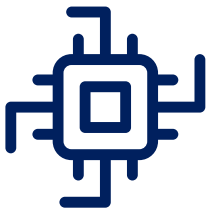
### MET/ EXCEEDED SLA STANDARDS WITH CERTIFIED QUALITY PROCESSES

Lexicon exceeds industry standards for certifications and is **ISO-9001:2008 quality management, ESD (Electrostatic Discharge) Management, and MSD certifications**. Our processes increased DieBold's repair quality to a consistent standard that met/exceeded DieBold client service level agreements.



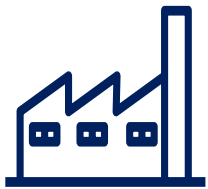
### REDUCED COSTS & UNNECESSARY REPAIR MINIMUMS WITH SPECIALIZED CAPABILITIES

- **Lexicon's highly trained and experienced technicians** ran thorough analysis of each device, enabling them to pinpoint the root cause and replace or repair only problematic components.
- **Lexicon's component-level repair expertise** reduced costly replacement of entire main boards and entire unit disposals and addressed the unnecessary repair cost minimums.



### REDUCED OCCURANCE OF FUTURE REPAIRS & DOWNTIME WITH EXTENSIVE SUPPLY CHAIN RESOURCES

Components responsible for high failure rates were often substituted with higher quality alternatives, **designed by Lexicon engineers and sourced by Lexicon supply chain experts**, reducing the occurrence of future repairs and downtime.



### REDUCED TURN TIMES WITH PARTS WAREHOUSING & REPAIR ENGINE® PLATFORM

- Lexicon tailored operations to fit unique Diebold customer needs in two ways. First, to ensure expedient turn time for regularly serviced models, Lexicon **RepairFactory® stocked spares and located backup suppliers**.
- Lexicon's proprietary management software RepairEngine® became a quick-and-easy tool for Diebold to **track repairs, detect failure patterns and monitor shipping status**.





# THE RESULTS

## REDUCED TURN TIMES & DOWNTIME + 40% SAVINGS ON REPAIR AND PURCHASE PARTS

Diebold honored Lexicon with their prestigious *Supplier Excellence Certification Award* for dedication and persistence in achieving quality service improvement. Criteria for performance measurements included quality, delivery, cost reduction, contract compliance, customer satisfaction, cost competitiveness, continuous improvement and overall business relationship.



Lexicon saved me almost 40% on my repair and purchase parts. They will go above and beyond to take care of their customer's needs.



DIANE CUTTER, Material Services Specialist, DieBold



For 25 years, Lexicon has been the go-to leader for maintenance, management, and deployment solutions for top brands in nearly every industry vertical, with customers that include Amazon, Crate & Barrel, Cardinal Health, Staples, U.S. Foods, and the USPS. Our solutions are powered by industry-certified, quality repair processes, a modern 50,000 s.f. US-based operations center known as RepairFactory®, and Lexicon's cloud-based maintenance management platform.

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25 YEARS  
EXPERIENCE



UNMATCHED  
PRICING



INDUSTRY  
CERTIFIED  
PROCESSES



50,000 SQ.FT.  
US-BASED  
REPAIR FACILITY