

Best In Class For ATM Service & Resolution

Hyosung leads in first-service, and average time to resolution.

NextBranch Utilizes Hyosung Services for both First-line & Second-line Maintenance

Between 2012 and 2021 Hyosung's servicing has grown to lead the financial ATM industry.

- Servicing 46 states
- 516 field service engineers
- 100% badged Hyosung employees
- 26,400 ATMs under service in the US
- 1 call, 1 tech (no FLM/SLM)
- <2% overnight down ATMs



More Technicians Per ATM

There are 50 ATMs assigned per Hyosung Technician compared to 70+ ATMs assigned to competitor's technicians. This translates to better overall service and reduced response times. Not only is Hyosung service superior, it helps our customers push other vendors to perform better.

Customer Service Case Studies

Customer A transitioned **343** NCR ATMs to Hyosung ATMs. Service on this fleet is now:

- 1.5 Hour response time
- 3.4 Hour resolve time

Customer B transitioned **4702** NCR & Diebold ATMs to Hyosung. Service on this ATM fleet is now:

- 1.4 Hour response time
- 2.75 Hour resolve time

Service Metrics

Metric	Differentiator	Hyosung	Industry
First Visit Resolution	Modular Components Parts accuracy Time on Site	91.5%	75%
Overall Availability	Best in class hardware Virtually no overnight downs	99.1%	97%
Overnight Downs	% down overnight	<2%	10%
Training	"A Perfect Call" Focus on Customer Service	Yes	No