

APPLICATION STORY

A Small Investment With a Big Impact



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— Wolfgang Hamann
Product Manager, Transaction Terminals

Using the Dimension 3D Printer in the development process, Wincor Nixdorf shortened their internal production time and quickly created solutions to meet client needs.

Wincor Nixdorf International GmbH Paderborn/Germany offers hardware and software solutions and associated services for private banking and trade sectors. The company's services focus on optimizing bank transactions and reducing processing costs, while simultaneously improving customer service.

Incorporating state-of-the-art features, Wincor Nixdorf produces a complete range of automated and self-serve solutions, including customer self-service stations for bank cash machines. To guarantee safety and security in every detail of these self-service stations, components need to be updated and improved on an ongoing basis and new designs need to be shared with customers quickly.

The Dimension Solution

With the Dimension 3D Printer, Wincor Nixdorf's product development team is now able to present solutions to their customers quickly, developing products within a few days. Wolfgang Hamann, product manager, Transaction Terminals, describes the advantages: "Customer service makes a difference in our business. Especially within a fast-moving industry such as banking, the ability to come up with immediate solutions is of vital importance, and Dimension helps us accomplish just that."

Hamann's team was recently able to present a whole range of new slots for a cash machine within two days instead of the two to three weeks the process normally took by using toolmakers to design half a dozen prototypes. Dimension enables Wincor Nixdorf to demonstrate its competence and professionalism which in turn makes the client's decision-making process easier and more efficient.



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