

Press Release

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DIEBOLD STRENGTHENS ELECTRONIC SECURITY NATIONAL ACCOUNTS PROGRAM, EXPANDS TO COMMERCIAL MARKET

Security leader gains momentum with key hires, new customers

NORTH CANTON, Ohio – Diebold, Incorporated (NYSE: DBD) is already an established leader in helping national financial customers secure their assets. Now, the expansion of the company's Electronic Security National Accounts Program is bringing that expertise to the commercial space.

Long committed to the national accounts arena, Diebold is known for partnerships with regional, national and global financial institutions. The company is differentiated by its extensive history in the market, a comprehensive security offering and deep understanding of complex businesses. Commercial national accounts can now fully leverage Diebold's security experience and innovation.

"As the only remaining North American pure-play national systems integrator and monitoring provider, we're in a unique position to serve the evolving needs of the commercial security marketplace," said Tony Byerly, executive vice president, electronic security. "Diebold delivers on the requirements of national accounts customers seeking a partner to customize a program to their specific needs, while also standardizing delivery across multiple sites and technologies. No company is better positioned than Diebold to truly serve these customers' needs and deliver consistently on their requirements."

Diebold's expansion has gained momentum with the addition of more than 30 new national and global commercial customers in 2013. New customers have selected Diebold because its program offers key elements they demand: a single point of contact, dedicated account management, consistent service delivery, engineering and project management expertise, centralized decision making, program management, and standardization of technology, solutions and processes. In addition to monitoring and systems integration, Diebold also offers an unmatched services catalog that includes remote and hosted services, as well as managed solutions and services. Unlike other national providers, Diebold focuses solely on the needs of businesses, bringing 154 years of commercial security experience.

Integral to Diebold's expansion has been the addition of key hires. The company has doubled the size of its North American commercial account team, while continuing to also expand the management team for financial accounts. Building on Byerly's leadership, Diebold has added industry veterans who align with its services culture and collaborative approach to customer relationships. Key hires, as well as their respective years of security industry experience, include:

- Damon Kanzler | Vice President, Centralized Sales and Business Processes, Electronic Security | More than 20 years
- Doug Walsh | Manager, Technology Solutions Architects | Nearly 30 years
- Mark Baruzzini | Senior Director, Strategic Accounts Program | Nearly 15 years
- Bruce Kutsche | Sales Director, Commercial National Accounts, Central | Nearly 15 years
- Rick Roman | Sales Director, Commercial National Accounts, East | 20 years
- Dan Valladares | Sales Director, Commercial National Accounts, West | More than 25 years
- Josh Petretti | Sales Director, Financial Regional, North | More than five years

“Customer satisfaction starts with relationships, which are critical to growing our business,” said Bill Fitzhenry, vice president, commercial sales, North America. “That’s why the addition of industry veterans to our team is so important. Our customers place their trust in their Diebold sales and service partners, and that’s a key driver of sustainable growth.”

Diebold’s extensive national accounts footprint includes 110 branch offices across North America, which are home to highly skilled account managers and service technicians from coast to coast.

“Security is essential to the corporation’s growth strategy,” said Andy W. Mattes, president and chief executive officer. “With the leadership and resources we have in place, we can broaden our electronic security business. Financial and commercial customers are looking for strong security partners, and Diebold has the history and expertise to play that role.”

About Diebold

Diebold, Incorporated (NYSE: DBD) is a global leader in providing innovative self-service technology, security systems and related services. Diebold has approximately 16,000 employees worldwide and is headquartered near Canton, Ohio, USA. Visit Diebold at www.diebold.com or on Twitter: <http://twitter.com/DieboldInc>.