

Diebold Ranked in World's Top 100 Outsourcing Service Providers IAOP ranking reflects growing success of Diebold Integrated Services(R) The International Association of Outsourcing Professionals (IAOP) recently released its 2008 Global Outsourcing Top 100 award standings, which reflects the world's top 100 outsourcing service providers. Diebold, Incorporated (NYSE: DBD) ranked 47 of 100. An award winner for the second consecutive year, the global leader in integrated financial self-service delivery and related services jumped in rank significantly -- moving from 64 in 2007 to 47 in 2008.

Companies that earn the distinction of Top Outsourcing Service Provider from the IAOP are judged on four fundamental categories, including company size and growth, customer satisfaction, depth of competence and management capabilities. In addition, judges consider revenue, customer outcomes, relationship management approaches and management talent and experience.

"The fact that Diebold is an honoree of the IAOP's prestigious award for two consecutive years speaks volumes about the success of our integrated services business. To earn such a substantial gain in award ranking reflects the true representation of Diebold's position as a leader in the model of outsourcing," said Thomas W. Swidarski, Diebold president and chief executive officer.

Not only was Diebold ranked 47th in overall standings, but the company was also presented additional awards in three Top Outsourcing Service Provider subcategories, including: Best 10 companies with the most country presence; Best 20 companies by industry focus; and, Best 20 companies by services offered.

Within the last three years, Diebold has experienced double-digit growth and multiple internationally recognized awards, as well as enhanced customer successes, including the immediate success of Diebold's new Integrated Services Symposiums. Recently introduced, these symposiums are offered in several regions across the nation and are designed to allow current and prospective customers to engage in personalized, in-depth discussions to learn more about Diebold Integrated Services solutions.

"Diebold Integrated Services Symposiums have excelled far beyond our initial expectation; because of this we have extended our traveling symposium schedule to include 10 additional symposiums throughout the United States in 2008," said Greg Steffy, senior director, Diebold Integrated Services. "The total outsourcing solution Diebold provides is top of the line in this industry -- financial institutions and other self-service industries around the globe rely on Diebold to streamline their multi-supplier networks into a seamless, integrated solution, providing a single point of contact to help achieve balance between revenue, efficiency and innovation. Receiving additional recognition from the IAOP in the areas of country presence, industry focus and services offered represents the superior quality Diebold delivers."

The designation of Top Outsourcing Service Provider is given to companies that have defined the standard of excellence for outsourcing within an industry. As a known leader in outsourcing comprehensive, turnkey solutions to the self-service industry including hardware, software, security products and services, Diebold excelled in all award criteria areas.

Diebold's outsourcing solution arrangement provides a mix of technology to make financial institutions more efficient, including self-service devices, deposit automation, security, cash management, debit card processing, software deployment, network management and monitoring,

break-fix services, site management, content distribution, configuration management and more.

With Diebold's outsourcing solution, financial institutions can focus on what's most important -- the services and offerings that directly affect their customers -- rather than the many variables required to perform smoothly for efficient operation.

IAOP is a global, membership-based organization that strives to shape the future of outsourcing as a management practice, profession and industry. Formed in early 2005 by a consortium of leading companies involved in outsourcing as customers, providers and advisors, IAOP's global membership includes more than 250 organizations from around the world, representing a cross-section of industries and functional activities. In addition to its many educational and professional programs, every year, IAOP recognizes The Global Outsourcing 100. Past winners of The Global Outsourcing 100 include IBM, Hewlett-Packard and Accenture. To view the full list of 2008 award recipients, visit <http://www.outsourcingprofessional.org/content/23/152/1197/> .

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