

Want to maximise the efficiency of your  
resources and increase the productivity  
of your network?

YES



## Consolidating Service Agreements

An NCR White Paper

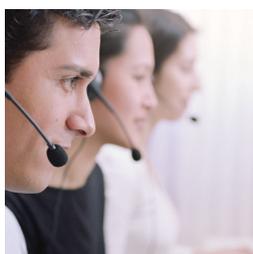
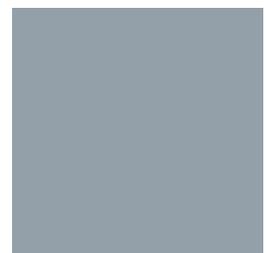


Experience a new world of interaction

# Introduction

Today's retailers and financial institutions are challenged to keep up with technology trends and maintain high customer service levels while managing costs. Consumers are increasingly less loyal, which makes a positive experience more important than ever. Highly available technology is a key contributor to enabling that experience. Having the support structure in place to quickly resolve technical difficulties can give you the competitive edge you need. Today's complex environments drive a need for an all-encompassing multivendor service provider that can handle highly customised environments.

“The often-overlooked problem with multiple vendors is simply managing them; each vendor is only responsible for a piece of the puzzle. Labour and help desk productivity can be heavily burdened with getting the right vendor on the phone to diagnose an issue, which takes the focus away from your number one priority—the consumer.”



# A multivendor approach drives inefficiencies

At first glance, it may seem logical to have each vendor service their own equipment in store, branch or campus environments since the Original Equipment Manufacturer (OEM) is often seen as the expert. However, this is not always the case, as there are many aspects to delivering high availability, like infrastructure, logistics and personnel. The often-overlooked problem with multiple vendors is simply managing them; each vendor is only responsible for a piece of the puzzle. Labour and help desk productivity can be heavily burdened with getting the right vendor on the phone to diagnose an issue, which takes the focus away from your number one priority—the consumer. Spending time to contract, troubleshoot and manage multiple vendors not only creates an inefficient and confusing environment, but also takes away from revenue-generating activities.

## Resources

Sometimes figuring out the root of the problem can be quite complicated when trying to communicate with multiple vendors, as symptoms may show up on equipment that is working fine. The task of troubleshooting, calling, assigning ownership and following up with different vendors distracts employees from their core objectives, increases downtime and creates a headache for the store or branch. Several key personnel (e.g., IT management, procurement, contract managers and lawyers, support services, help desk services) are involved in the contract and vendor management processes from negotiations to day-to-day administration, like managing vendor performance and compliance.

## Contracting

Contracts are a time-consuming task in the world of multiple vendors. The costs and resources spent on managing multiple vendors and negotiating separate agreements could be spent on more strategic projects that provide higher value. In addition, procedural issues tend to arise when there are different protocols for different vendors and multiple ways to handle service delivery, adding to confusion and exposing the customer to potential contract violations.

## Expenses

Having multiple vendors is a catalyst for time spent on troubleshooting issues. Aside from labour, resources like the ones discussed above often require facilities and paid benefits, which can add up quickly. If the issue is misdiagnosed, an out-of-scope call may be billed, making service expensive and your technology spending unpredictable. The time spent trying to diagnose issues among multiple vendors drives lower availability, which can adversely affect a consumer interaction and decrease the likelihood of return business. Not only does this impact sales, it also further reduces customer loyalty and precludes the customer from becoming an advocate of your enterprise.



# Streamline the support process

With a myriad of different warranty periods, configurations and failure rates, it seems like an enormous task to get all the equipment aligned under consolidated contracts and simplify support for your technology. Experienced vendors can provide guidance, project management and operational consulting. They can also advise you on lifecycle management of your infrastructure, helping you to decide when it is more economically beneficial for you to purchase new technology and how to best dispose of unwanted equipment safely and responsibly.

The term “multivendor” is highly subjective to each customer. In order to provide the true benefits of maintenance, vendors must be able to service just about everything in the store or branch, from point-of-sale (POS), kiosk and Automated Teller Machine (ATM) solutions to Personal Computers (PCs), servers, network routers, scales and many other peripherals. When looking for a service provider, ensure they can serve as a single point of contact for your service needs and be flexible to accommodate non-traditional equipment.

## Taking the hassle out of your technology investment

Troubleshooting an issue between multiple vendors lengthens product downtime, costs you valuable time and adds to your administrative workload. A single point of service accountability makes things easier. Eliminating multiple service providers will improve operational efficiency and reduce your service management costs.

Daily service tasks, like calling vendors and troubleshooting, take time and add cost and inefficiency to the operation, be it payroll or lost sales from shifting the focus of employees away from core business operations. Using one vendor for service results in fewer store or branch disruptions and higher availability, enabling critical customer interactions. You'll experience fewer disruptions with faster remote resolution and an increase in first-visit resolutions, as the customer engineer can be dispatched intelligently with the right part at the right place and time.

A measureable increase in store or branch and help desk productivity enables revenue growth and lets you focus on your core objectives.

## Refocusing on your core business

Having a customised support plan is key to maximising your environment. Ongoing account support provides a resource for detailed account analysis; an account professional can proactively analyse your call volumes and recommend improvements. Poorly performing locations are targeted for training, software enhancements or hardware fixes to reduce operational costs and improve system availability.

Hardware total-premise support is the base of a managed services relationship. A multivendor managed services provider can help you upgrade equipment, install new solutions and manage your deployment from start to finish, ensuring rapid implementation of your new systems while minimising business disruption and reducing extra work for your employees. Once solutions are deployed, it's important to keep them running strong with a full suite of customised services.



# Benefits of a global total-premise service provider

Not all multivendor service providers can service the entire customer environment. Now more than ever, companies are looking for service providers with global experience and local reach. Understanding the nuances in each individual market is essential to making connections with customers and abiding by all ordinances and legal requirements on technology. A specialised service provider with a great deal of experience and an extensive professional services offering is necessary to understand customers and give them what they want. A combination of hardware maintenance and other managed multivendor services is necessary to stand out in today's market. When choosing a multivendor managed services provider, one should consider the breadth of the services portfolio and key offers:

## Deployment

Retailers generally need an experienced vendor to help deploy solutions faster and manage associated service costs more effectively, especially within complex environments containing many types of equipment. Site setup and implementation can be a headache if you have too many vendors in location. It's best to have one vendor looking at the "big picture" and managing the infrastructure, rather than having multiple vendors absolving responsibility for anything outside their contribution to the customer environment. An experienced multivendor service provider can ensure your entire infrastructure is safe, consistent and fully integrated.

## Preventative Maintenance

An often-overlooked means to high availability is preventative maintenance. Although not offered by many service providers, preventative maintenance provides routine cleaning of equipment and replacement of deteriorating items, protecting you from incidents before they occur and keeping your environment clean and safe. Not only does this minimise the number of visits and disruption, it also keeps your technology available for use by customers, which boosts their delight and likelihood of repeat business.

## Network Support

Installations, moves, adds and changes for your entire network can be hectic; seek a service provider with appropriate certifications and partnerships with industry leaders to ensure a smooth startup or transition. Total premise services for networking equipment like routers, switches and enterprise-level equipment at headquarters and other non-store or branch locations are available, and they give you a view of your entire infrastructure, helping you understand your business holistically.

## Account Support

Leveraging a combination of remote problem resolution, hardware maintenance and account analysis, an industry-leading service provider will have a holistic understanding of the customer environment, helping you maximise your customer interactions, manage poor performing locations and track key metrics for improvement. Not only can an industry leader help you fully understand your business, you'll also reduce business risk from improved reporting and a single point of ownership.

## Professional Services

As your business grows or changes, it is important that you find a service provider who delivers consulting services that enable you to optimise areas of your business to ensure maximum return on investment. The right service provider can help you to integrate all your channels for increased efficiency and improved effectiveness of your store or branch layout. They can also advise on how your solutions can be easy to use by expert and novice users alike.



# What differentiates NCR from other global, total-premise service providers?

Our customers trust us to service more than 2.5 million units<sup>1</sup> of non-NCR equipment installed at retailers, financial institutions, airports and other business establishments around the globe. As the single point of contact, NCR owns the service incident and tracking from call inception through service completion for all your wall-to-wall service needs.

NCR provides service on thousands of models from hundreds of vendors including:

- IBM®, MICROS, Fujitsu and Wincor Nixdorf POS and peripherals
- Symbol® scanners
- Diebold®, Wincor Nixdorf and Triton® ATMs
- Dell™, HP® and IBM servers and PCs
- Lexmark™, Epson®, HP, Wincor Nixdorf and IER printers
- Cisco™ routers and various uninterruptible power supplies

## Flexibility

NCR can provide a smooth transition with fewer handoffs, making the leap from multiple vendors to a single vendor as simple and seamless as possible. A single contract is also easier to manage and renew, reducing the workload of your staff. Flexible service level agreements maximise uptime when you need it most, whether you want additional coverage for the holiday season or during peak business hours. Finding parts can be an issue for many vendors, but NCR has hundreds of millions of dollars in service parts stock, significant global logistics capabilities (including more than 1,500 stocking locations), and numerous partners worldwide, making parts readily available for most any vendor.

## Help desk and account support

NCR help desk and account support have industry- and solution-specific expertise with defined escalation procedures, so issues are always handled quickly and

professionally. Detailed service performance reporting is available for all equipment through NCR's secure web portal, NCR @ Your Service™. Incidents can also be submitted electronically and monitored in real-time. Data from your environment is analyzed by NCR, who will give recommendations to improve poor performers and overall business operations.

## Consulting, financial industry and retail industry expertise

Savings realised from multivendor managed services give retailers and financial institutions flexibility for investing in items that provide more value to consumers. Whether it's managing pricing or investing in the community, flexibility in the budget empowers banks and retailers to strategically invest and drive growth and traffic through multiple channels. Consumers demand options based on their preference and presence. Consolidating your services with one vendor gives you room to satisfy their needs. NCR can help with multichannel integration and strategy too, bringing your business to the next level and driving customer personalisation and loyalty. Here's an example to show the impact that NCR's Multivendor Managed Services can have on your business.



# Conclusion

### Example\*

On a combined annual maintenance outlay of \$2M with a reduction of five vendors, customers can realise potential economic benefits of over 10% by choosing NCR as a single service provider. Your business can achieve cost reduction and improve operational efficiency by reducing the number of service providers and easing their service support workload. This yields savings of \$100,000/year. Better troubleshooting and first-visit resolution along with reduced downtime can save another \$100,000. The table below shows a breakdown of potential savings:

Contract savings	\$37,500
Vendor management savings	\$62,500
Troubleshooting issue resolution	\$28,125
Equipment downtime savings	\$76,616
<b>Savings subtotal</b>	<b>\$204,741</b>

Other potential savings:

- ✓ NCR Help Desk Services → Operational efficiency
- ✓ NCR Managed Services → Fewer failures
- ✓ Higher remote resolution → Higher availability
- ✓ Avoided T&M charges → Cost reduction

Whether you are a small retailer expanding regionally or a Fortune 100 corporation embarking on global expansion, it is important to evaluate vendors' expertise, presence and ability to provide total premise service coverage on all your equipment. As customer environments become increasingly complex, you will need a vendor that has significant experience with customer interactions and a reputation for diverse multivendor support. Most importantly, consider experience, professionalism and thought leadership when choosing service providers. All of these qualities lead to high availability, which frees up your employees to focus on customer-facing and revenue-generating roles and delights customers.



\* Key Financial Assumptions in Example:

- 5 vendors reduced
- 150 hours of contract negotiation and 250 hours of service management per vendor reduced (per industry averages)
- Fully loaded salary assumptions: Vendor Management (\$50/hr); Help Desk and Store Management (\$25/hr)

# Why NCR?

With over 125 years of global experience and knowledge, 13,000 consultants and technical support experts and a network of customer care centres, NCR provides best-in-class services across multiple industries. We help our clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.



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[www.ncr.com/services](http://www.ncr.com/services)



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