

Experience a world where customer interactions
just keep getting better.



NCR SERVICES

Proactive management, maintenance and support



Experience a new world of interaction

Welcome to the world of redefined availability.

It's a world where customers expect the freedom to transact how, when and where they want. Whether it's online, at an ATM or self-service kiosk, or from their mobile phone, customers want an easy, seamless experience. And they'll stay loyal to the companies that deliver. In this world, availability is about more than just boosting uptime averages; it's about striving for the best customer interactions possible, in all circumstances.

NCR can take you there.

NCR is a global leader in assisted- and self-service solutions, helping businesses in retail, financial, travel, hospitality, gaming, entertainment and other industries enhance their customer interactions across all channels: online, mobile, kiosk, ATM and more. We offer a complete portfolio of services to help you design, deploy, support and manage your technology solutions — whether they're from NCR or other vendors. Most importantly, we'll help you innovate, with new and better ways to interact with your customers.

Only NCR offers services featuring Interactive InsightSM: proactive, predictive management that allows you to anticipate and address service needs and challenges before they arise. With Interactive Insight, you can make more empowered decisions about the way you interact with your customers — and transform your business as a result.



We make it easier to deliver the availability your customers demand.

NCR services and support are built on Interactive Insight — a groundbreaking approach to management that helps ensure maximum availability for your customers and staff. This approach allows us to collect and analyze data from your technology channels on an ongoing basis, and to recommend proactive strategies for increasing operational efficiency and availability. For example, we might detect that a certain ATM or kiosk in your network is seeing an uptick in transactions. Knowing this, along with actual transaction history, we can anticipate any potential problems and fix them before they happen by performing remote maintenance or scheduling a visit from the appropriate service partner.

NCR's commitment to improving availability starts well before the management stage. All of our solutions are built with a focus on design for service, leveraging common parts, self-healing technologies, built-in diagnostics, remote monitoring and intelligent architecture that make it easy to stay up and running.

NCR is with you every step of the way.

Our service professionals offer advice and expertise for every stage of the game, from design and integration to support and management and beyond. We can help you:

- **Design** applications, networks and strategies that deliver the optimal customer experience and maximize your return on investment
- **Integrate** and deploy new solutions for your business quickly and efficiently, minimizing risk and ensuring quality with thorough site assessment and preparation, centralized staging and rigorous project management
- **Support** solutions from multiple vendors, across multiple channels, with expert maintenance, updates and repairs that protect your total cost of ownership and simplify your operations with a single point of contact
- **Manage** your entire IT infrastructure more efficiently and optimize your ROI with proactive, predictive analysis, remote monitoring, asset and software management and 24/7 help desk support
- **Innovate**, with thought leadership to help you differentiate your customer experience from your competition's, integrate multiple service channels and transform your business.

Our consultants put the big picture into focus.

Let us put our cross-industry consulting expertise and consumer insights to work for your company. NCR understands the drivers and benefits of self-service and can help you transform your self-service operations for optimal business value, customer loyalty and competitive advantage. Most importantly, we'll help you anticipate the rapidly changing market and become a force of change within it.

No matter what industry you're in, NCR can help you:

- Evaluate and analyze your existing operations to identify areas for improvement
- Make strategic process improvements, based on consumer experience consulting
- Choose the right solutions and customize applications to achieve your business goals
- Integrate multiple solutions to create a seamless and convenient customer experience across all channels
- Train your employees to use and maintain new technologies successfully
- Manage projects efficiently, with a single point of contact and accountability.

Working with a category leader means peace of mind.

We'll put our broad-based experience to work for you.

You can rest assured, knowing you're working with a company that manages nearly 80 million service actions around the world annually and is recognized by Gartner Research as one of the top 10 global service providers.¹ NCR is also credited as a leading provider of outsourced services by the International Association of Outsourcing Professionals (IAOP).

Because of our size and global reach, we can deliver consistent, high quality service across the spectrum of your service needs for every channel, for both NCR products and those of other vendors. We'll take scrupulous care with the details, so you're free to focus on your customers and your business.

We're everywhere you are, now and in the future.

NCR has an extensive service network, with customer care centers and field offices around the world. With more than 13,000 NCR-badged consultants and technical support experts in the field, we can deliver consistent and reliable service no matter where you are in the world.

We also deliver service in a variety of innovative ways — such as 24/7 remote monitoring and management with real-time diagnostics and repairs; around-the-clock help-desk service; and NCR @ Your Service™, a comprehensive online resource that speeds and simplifies problem resolution.

Across the globe, NCR actively manages more than:

- ✓ 30,000 ATMs
- ✓ 200,000 retail devices
- ✓ 100,000 network devices
- ✓ 235,000 EPOS devices

HDFC Bank counts on NCR for ATM availability.

HDFC Bank, one of the leading private banks in India, has grown rapidly over the past few years, with the ATM fast becoming its leading consumer channel. Since 2004, HDFC Bank has counted on NCR to monitor, manage and maintain its vast network of ATMs, ensuring the highest levels of availability and the best customer experience possible.



Our expertise accelerates results.

We're always ready to hit the ground running.

Because we work with category leaders in multiple industries around the world, we have unmatched insight into consumer behaviors, best practices and emerging trends. We'll put that knowledge to work for your company right from the start. We also bring a proven network of service professionals and time-tested methodologies that get results.

At the same time, we are continually working toward the next generation of service offerings. NCR has a long history of innovation in service, evolving from basic break/fix to remote resolution and, now, using Interactive Insight to anticipate and prevent problems before they even happen.

Our global reach gets you to market faster.

Wherever you need us, we can be there, supporting you in your efforts to expand your existing markets and reach new ones. NCR has a direct presence in 110 countries and reaches an additional 90 through partners and distributors. Managing multi-national projects is second nature to us, as more than half of our service revenue comes from outside North America. If your ambitions are global, NCR is the service partner you need.



Who are the global category leaders that count on NCR Services?

- ✓ 19 of the top 20 banks
- ✓ 17 of the top 20 retailers
- ✓ 7 of the top 10 telecoms
- ✓ 5 of the top 6 airlines

NCR helps Argentina's largest retailer uphold its customer focus.

Carrefour Argentina is committed to providing a fast, easy and pleasurable shopping experience. To deliver, they needed a service partner that could provide the flexibility to service their customers in a highly competitive environment. Carrefour Argentina chose NCR, based on our strength and experience in the retail industry combined with our proven Managed Services technology and processes.

Let NCR be your trusted advisor in business transformation.

At NCR, our service offerings are much greater than the sum of their parts. Whether we're servicing and maintaining existing technologies, helping you design and deploy new solutions or managing and monitoring your self-service network, our sights are always set on a larger goal: to help you transform your business and gain a competitive edge. When you partner with NCR, we'll help you:

- Enhance your customer interactions, with higher availability, industry-leading technology and multi-channel integration
- Maximize your return on investment and lower your total cost of ownership with best-in-class maintenance, service and support
- Make empowered decisions about your operations and channel strategy, with guidance from Interactive Insight
- Anticipate and plan for change, stay a step ahead of the market and become a leader and change agent.

The new world of customer interactions is an exciting place.

Let NCR take you there. Contact us today at services@ncr.com or visit www.ncr.com/services.

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Experience a new world of interaction

Design Services

- Solution and Architecture Design
- Application Design
- Network Audit and Analysis

Integration Services

- Application Development and Customization
- Solution Integration, Test and Certification
- Deployment
- Education and Training

Support Services

- Maintenance Services
- Software Services
- Multi-Vendor Services
- Certified Partner Programs

Management Services

- Remote Monitoring and Incident Management
- Help Desk Services
- Cash, Content and Consumables Management
- Software and Communications Management
- Hosting, Processing and eCommerce Services
- Asset Outsourcing and Managed Refresh

Innovation Services

- Business Impact Modeling
- Branch and Store Performance Modeling
- Customer Experience Design Audit
- Branch, Store and Transaction Design
- User Interface Design and Usability

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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