

# NCR Total ATM Services

Do you want to improve the availability and efficiency of your ATM channel?

YES

## Improve ATM network performance at a lower cost

As your most touched point of interaction with customers, your ATMs are a critical channel that must offer the level of service that your customers demand. Growing channel complexity and increased focus on security and compliance issues are stretching already thin IT budgets. NCR Total ATM Services can help solve these challenges by providing a solution that includes a single point of accountability; best practices in day-to-day ATM management; and end-to-end visibility of the ATM network.

- **Service and support customised to your needs**

Second Line Maintenance Services drive customer loyalty by increasing ATM availability—ensuring consumers can perform transactions when it's convenient for them. NCR utilises industry-leading tools to provide intelligent support for over 13,000 global service professionals aligned to your specific ATM availability requirements.

- **Maximum availability across your entire ATM network**

Your company's success depends on the ATM channel to perform flawlessly every time, wherever that ATM happens to reside. When a problem does occur, you need to resolve it quickly. NCR's Incident Management Services drive higher availability by providing 24x7 monitoring and help desk services to dispatch appropriate service providers, so you can spend more time focusing on your core business initiatives.

- **Information you need to make informed business decisions**

Access to the NCR APTRA™ Vision dashboard, provided as part of the NCR Incident Management Services, presents near real-time data on the status of your ATM network. At a glance, you can identify trends on availability, incidents per location, and the number of ATMs that are out of service. This provides actionable insight to enable you to make informed decisions about your ATM network availability.



For more information, visit [www.ncr.com](http://www.ncr.com),  
or email [services@ncr.com](mailto:services@ncr.com).



Experience a new world of interaction

NCR Total ATM Services

- **Predictive Maintenance minimises inconvenience from downtime**

NCR Predictive Services fundamentally change the way service is delivered by effectively predicting when failures will occur and dispatching a technician on-site to your ATM with the required parts to fix problems before they impact your customers.

- **Scalable and flexible to suit your needs**

NCR Total ATM Services are scalable, meeting your core business demands today and in the future. NCR currently manages more than 65,000 ATMs for 120 customers globally. By partnering with NCR to manage your ATM channel, you can now focus on your core business imperatives: driving revenue, improving profitability and enhancing customer delight.

## Key Features

- Account Support
- Second Line Maintenance Services
- Incident Management
- Predictive Services
- Help Desk

## Why NCR?

With over 125 years of global experience and knowledge, 13,000 NCR-badged 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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