

# I AM NCR INCIDENT MANAGEMENT SERVICES FOR FINANCIAL



## A single point of contact for event monitoring and call management of your ATM environment

NCR Incident Management Services provides the support you need to take full advantage of your ATM network 24x7. Using industry-leading tools and processes, NCR Incident Management Services ensures your network is constantly and efficiently managed. Network availability is improved by increased first-time fix rates and the ability to resolve problems remotely. Access to our network dashboard allows you to see the status of a particular ATM or the entire network or to query the configuration of your ATMs from your web browser.

### Maximize availability across all your self-service channels

Using NCR's industry-leading tools such as NCR APTRA™ Vision, NCR @ Your Service™ and Self-Service Diagnostic Gateway (SSDG), NCR Incident Management Services drives higher availability of your self-service network. This, in turn, leads to more customers served and an increased ROI (return on investment). With NCR Incident Management taking over day-to-day monitoring and service dispatching, you can spend more time focusing on your core business initiatives.

### Get a scalable solution to suit your needs

NCR Incident Management Services enables you to leverage a service that is scalable to meet your core business demands as they evolve over time. It also makes it possible for you to reduce your operating costs both in labor and infrastructure.

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



# Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

## Benefit from a single point of contact for status information

NCR acts as the single point of contact for all events, whether sent by the ATM management system or directly from your personnel. Event management includes dispatching when required, call-taking for incidents created manually, management of automated or manually created incidents and vendor delivery management.

## Integrated predictive services

Proactive and predictive monitoring delivers improved reliability, increasing the level of service that you offer to your customers. NCR Incident Management Services goes beyond quality reactive service by ensuring that there is a proactive approach to replacing worn modules and monitoring components warning to predict likely issues and resolve them before they occur.

## Faster resolution using remote support

Increase availability and avoid waiting for on-site service technicians by enabling remote diagnostics and support through the Incident Management helpdesk. NCR personnel will identify issues that are able to be resolved remotely and use our secure remote fix assist capability to get your device operational within minutes.

## Make empowered decisions

By using NCR APTRA Vision Dashboard, you can be sure of making the best possible management decisions at both strategic and tactical levels. The dashboard helps you analyze and correlate a variety of management inputs and clearly shows the information you need for empowered decision-making.

## Take decisive action

NCR Incident Management using APTRA Vision supports pre-emptive action along with remote management and command functions. This helps to increase availability, reduce costs and improve the consumer experience.

## Designed for ease to use—by anyone

Business managers, non-technical users and operations specialists will all be able to get the information they need, when they need it through NCR @ Your Service and the NCR APTRA Vision Dashboard. The advanced user interface design can be personalized to suit different job roles or individual users.

## Get the data you need—fast

When you're managing a competitive, fast-moving consumer channel, you need to be able to move quickly. You need to know exactly what's happening at any time. Using NCR @ Your Service and NCR APTRA Vision you can execute queries based on model, geography or configuration to make ATM management easier and quicker.

## Receive periodic validation of service performance

NCR provides availability and frequent fault-type reports on a monthly basis. In addition, reviews will occur to discuss service performance, including opportunities for improvement.

## Key features

- 24x7 ATM monitoring
- Event management, including service dispatch
- Performance reporting and reviews
- Combined business and operational data analysis
- At-a-glance KPIs (Key Performance Indicators)
- Multivendor capability
- Branch ATM help desk services
- Inventory Management
- Transaction Management

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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