

# I AM NCR WORKPLACE SERVICES



## Help for every IT issue, big or small

Enterprise IT challenges affect everyone—employees, customers and partners. In today's competitive environments, being productive is key. We can manage problems whenever they arise—big or small—with support at every step. And that means everyone can get back to business.

### **One source for help. Simple.**

Telephony problem? Can't get on the network? With a single point of contact, it's clear exactly who to call. Once we know what will work best to resolve the problem, we'll help remotely or come right to the scene.

### **Keep the focus on work**

Let our service desk be the first (and only) call. Our representative will quickly escalate technical issues until they're resolved. You and everyone you work with can simply focus on the business at hand, rather than on tracking down help.

### **Drive down your support costs**

Who wants to spend the time and money fixing system snags? Free up your in-house resources and reduce the cost of support as your business grows. Leveraging our expert global team frees up your in-house resources to focus on strategic projects while also reducing the cost of support as your business grows.

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



## Key features

- **We will resolve the problem or determine who can.** Our experts are here to help you. We'll identify and resolve the issue right away with our remote support services or escalate to the appropriate resource.
- **We can have field resources on-site when the need arises.** When we've simply got to be there to fix the problem, our desk-side field services will dispatch the right technician and the right parts for the job. With support options from depot to on-site and a variety of SLA's, we've got you covered.
- **You can request help through the channel of your choice.** Sometimes you just want to send an email and other times you want to talk with a live person. We have multiple communication methods to support every preference—phone, chat, email, self-help portals, and electronic interfaces.
- **We're everywhere you are.** Our team of experts reaches across the globe—across time zones and multiple languages—and they all work with the same high standards for quality and service.

## Enhanced support options

- Mobile Device Management
- End-User Experience Monitoring
- Enterprise Application Support
- End-Point Management
- Collaboration Solutions
- Teleworker Solutions

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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