

RETAIL HARDWARE MAINTENANCE SUPPORT SERVICES



Keep your business running smoothly

Help increase your customers' enjoyment by creating a smooth experience when interacting with technology whether it's during checkout or helping them find that sweater they want in just the right size. NCR Hardware Maintenance provides the comprehensive support you need to provide satisfying experiences for your customers. With NCR as your service partner you gain 130 years of service expertise to solve your technology issues, making it easier for you to keep your business systems up and running, allowing you to focus on your core business.

Improve your availability

To provide you with the best support NCR focuses on high availability initiatives that help resolve calls quickly to keep customers flowing through lines. Through resolving more calls remotely, identifying and fixing problem units, and preventative activities NCR drives continual improvement

in availability. When a site visit is necessary, our Customer Engineers are armed with an increased level of service intelligence to accurately resolve the problem in an efficient manner.

For more information,
visit www.ncr.com, or email retail@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 485 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 approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

Flexible support options to fit your needs

NCR offers a wide range of response times, enabling you to choose the level of service that works best for your business. Our vast network allows you to choose from a 4-hr same day service to next business day services for your non-critical incidents. Depot services are also available if you'd rather get parts shipped to your business. In addition to our flexible service options NCR has been providing multi-vendor support services for over 20 years serving as a single point of contact and giving customers peace of mind.

We make it easy for you to get the help you need

NCR provides 3 options for 24-hour problem reporting. Whether using an Electronic Data Interface (EDI) connection, our NCR @ Your Service web portal, or toll-free telephone access you can report a call quickly and easily 24 hours a day, 7 days a week.

Unlimited opportunity and multi-Vendor support

Looking for a partner that can support your entire environment? NCR will not only service our own point-of-sale systems and self-service checkouts but we also provide multi-vendor support for these devices and for many IT infrastructure products including LAN/WAN devices, entry-level servers, midrange systems, storage devices, printers and PCs. With NCR as your service provider, you have the assurance of a proven, dependable partner. NCR has more than 9,000 service professionals connected to our extensive service network with customer care centers around the world. Each service professional learns from the past experience of the others, regardless of location.

Key features

NCR's global Maintenance and Support Services demonstrate superior performance on a major scale. Our current business encompasses:

- # 1 Hardware Maintenance Vendor*
- 2014 Top Ten Global Outsourcing Partner**
- 24x7 global coverage and flexible service options from depot to same day service
- More than 11,000 highly-trained service professionals in more than 110 countries
- Supporting NCR and multi-vendor technology
- 28,000 service actions per day, over ten million per year
- Over 40,000 active service parts and 735 parts stocking locations
- Call creation by phone, email, NCR @ Your Service, or via electronic alerts

*2013 global ranking by Gartner

**2014 ranking by IAOP (International Association of Outsourcing Professionals)

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

All features, functions and operations described herein may not be marketed by NCR in all parts of the world. Consult your NCR representative or NCR office for the latest information.

All brand and product names appearing in this document are trademarks, registered trademarks or service marks of their respective holders.

