

I AM NCR MANAGED END USER 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.

For more information, visit www.ncr.com, or email telecom@ncr.com.

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.



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 450 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

Key features

Why you can count on us

- **Our experts understand how to help you.**
We'll identify and resolve the issue right away with our remote support services or escalate as appropriate.
- **We know who to send.**
When we've simply got to be there to fix the problem, we'll dispatch the right technician and the right parts for the job.
- **We're everywhere you are.**
Our team of experts reaches across the globe—and they all work with the same high standards for quality and service.

Specifications

What's included

- Service desk for first-call support
- Remote desk-side support
- Desk-side field services



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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