

# NCR Hardware Maintenance Services

Looking for a flexible services solution  
that minimises downtime?

YES

## Customised support to meet your needs

NCR Hardware Maintenance provides your business with access to comprehensive system support tailored to fit your requirements. With 125 years of experience, NCR is a service partner who understands the critical nature of your business environment and what it takes to support it. NCR Hardware Maintenance offers access to a worldwide network of people and technology, providing high-quality service and support to meet your individual business needs.

- **In-depth service expertise**

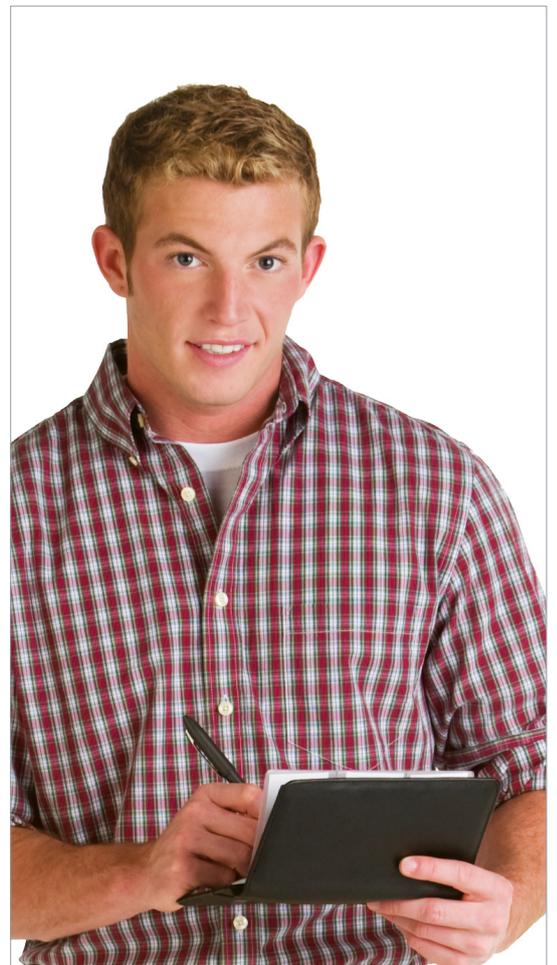
By selecting NCR to maintain your IT infrastructure, you're choosing a top-ten global service provider. Our record speaks for itself: NCR supports 19 of the world's top 20 banks, 17 of the top 20 retailers, 5 of the top 6 airlines and 7 of the top 10 telecommunications service providers. Using the experience and knowledge gained from supporting these customers, we continually improve our products and service delivery, giving you the best return on your IT investment.

- **Flexible maintenance options**

NCR offers a variety of service options to meet your requirements. Full-service maintenance provides remote resolution by experts in our regional Customer Care Centres and skilled onsite technicians when critical systems must be up and running quickly. Depot and hub maintenance allows you to ship failed units to a central location for repair, providing a lower-cost option for less critical systems.

- **Reduce downtime with remote resolution**

NCR's service solutions use remote monitoring and management tools that provide detailed information to diagnose and resolve problems faster. When onsite support is required, a technician is dispatched with the appropriate expertise and the right parts to fix the problem the first time.



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

- **Around-the-clock service coverage**

To meet the time-sensitive needs of your business, NCR offers flexible service coverage options up to 24 hours a day, seven days a week. Service requests can be submitted any time of the day or night in a number of ways: using a direct electronic interface into our Customer Care Centres, through our secure web portal with NCR @ Your Service™ or by telephone.

- **End-to-end problem management**

NCR takes ownership of your service requests as soon as they're created. Throughout the resolution process, your problems are proactively monitored and escalated to ensure the appropriate resources are working to get your systems up and running as quickly as possible.

- **Simplicity and convenience of a single-source provider**

Our global service network of over 13,000 NCR-badged consultants and technical support experts serves more than 110 countries to make sure you receive consistent, high-quality support when and where you need it. NCR also maintains a broad spectrum of multi-vendor products, giving you a single point of contact for IT support, eliminating the time and effort needed to manage multiple service providers.

- **Quick, convenient access to support**

NCR @ Your Service provides you with 24/7 access to search knowledge bases for problem solutions and resolve known issues quickly, without further assistance. You're also able to submit service requests, monitor progress, manage asset information and view service invoices online through NCR @ Your Service, reducing the time you have to spend on IT infrastructure support.

## Key Features

- Multiple service options
- Up to 24/7 service coverage
- 24-hour problem reporting
- Problem management to resolution
- Remote and onsite resolution
- NCR @ Your Service

## Why NCR?

With over 125 years of global experience and knowledge, 13,000 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.



Experience a new world of interaction

NCR Hardware Maintenance 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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