

# NCR Incident Management Services for Financial

Want to improve your ATM channel ROI?

YES

## 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.

- **Maximise availability across all your self-service channels**

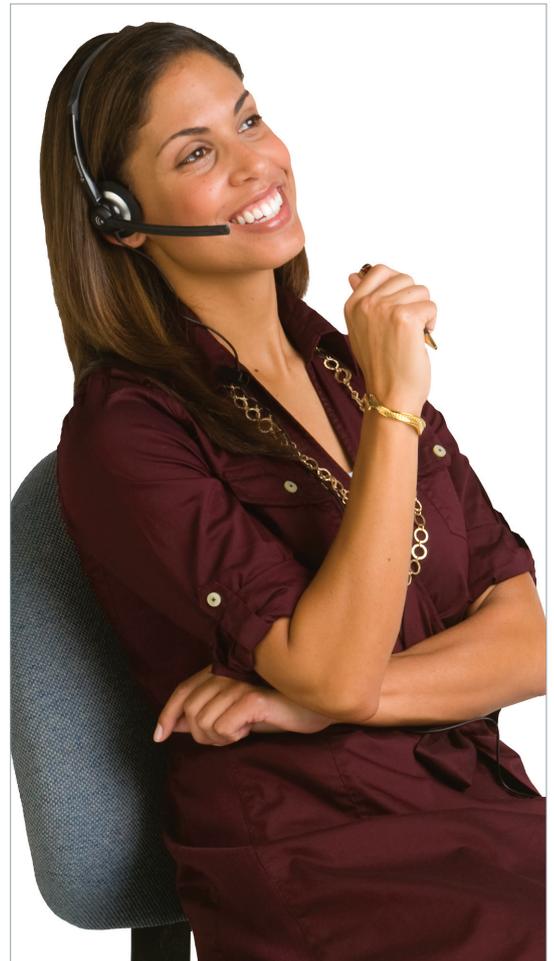
Using NCR's industry-leading tools such as NCR APTRA™ Vision, NCR @ Your Service™ and Self-Service Diagnostic Gateway (SSDG), NCR Incident Management Services drives higher availability of your self-service network. This, in turn, leads to more customers served and an increased ROI (return on investment). 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 labour and infrastructure.

- **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.



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

- **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 analyse 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.

- **Experience easy implementation**

NCR utilises the best practices of implementing more than 40,000 ATMs to provide a one-time migration service to transition you from your current ATM network-monitoring environment to NCR Incident Management Services.

- **Minimise outages with ATM event monitoring**

NCR offers 24-hour automated event monitoring, reducing the amount of downtime an ATM will experience. The types of events monitored include hardware faults, media jams, cash outs, consumable outages and lost communication.

- **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 Graphical User Interface (GUI) design can be personalised 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

## 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.