

NCR Total Branch Services

Do you need a single point of accountability to improve the availability of your solutions?

YES

Improve operational efficiency and maximize your solution availability with NCR Total Branch Services

NCR is an industry leader in providing multi-vendor service on financial kiosk and automated teller machine (ATM) solutions, in addition to providing service on many bank branch personal computers (PCs), servers, teller stations, network routers, printers, check scanners and other peripherals. Our extensive global resources and experience provide you with a service partner that can maximize solution availability, help you deploy solutions faster, and more effectively manage your service costs. At NCR, we understand that your business must be operational for critical customer interactions. Leveraging a combination of remote problem resolution, hardware maintenance and account analysis, you can experience improved availability, which can increase customer satisfaction.

• Extensive multi-vendor experience

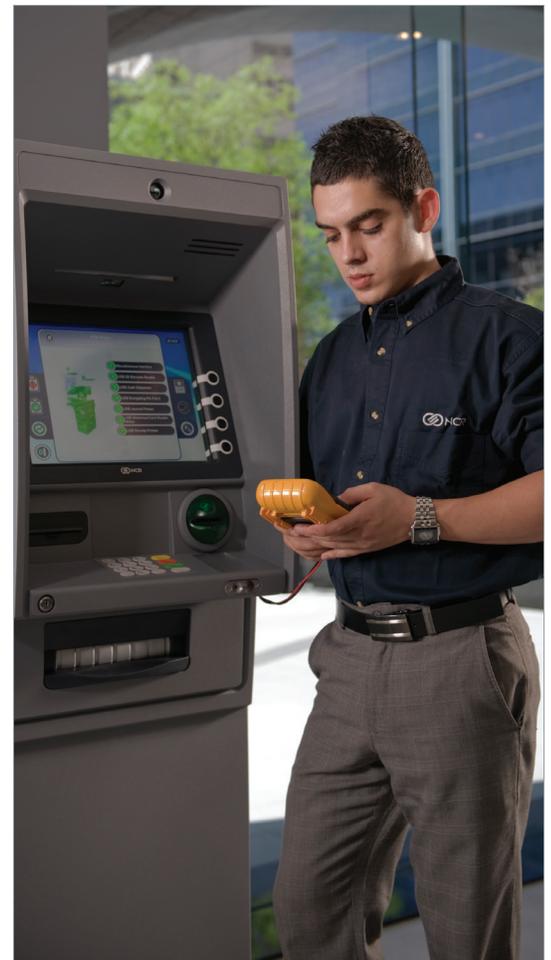
Our customers trust us to service more than millions units of non-NCR devices installed at financial institutions, retailers, airports and other establishments around the globe. NCR provides service on thousands of units from key global ATM providers, including:

- Diebold® Opteva® (including BNA and IDM support) and ix models
- Wincor-Nixdorf® ProCash and XE models
- Triton® 9000 series ATMs

NCR also provides service on bank branch equipment from hundreds of vendors, including:

- Dell®, HP®, Compaq®, Lenovo®, Sun® and IBM® servers and PCs
- Lexmark®, Epson®, HP, Wincor Nixdorf, and IBM printers
- Networking devices from leading vendors
- Digital Check® and Panini® check scanners

NCR has more than 1,500 global services stocking locations and stocks millions of dollars worth of multi-vendor ATM service parts for one key competitor alone.



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

- **Single-point-of-service accountability**

Troubleshooting an issue between multiple vendors lengthens product downtime, costs you valuable time and adds to your administrative workload. Eliminating multiple service providers can improve operational efficiency and reduce your service management costs. As the single point of contact, NCR will own the service incident and tracking from call inception through service completion for all your service needs.

- **Increased system availability**

NCR Services leverages a global workforce of 13,000 consultants and technical support experts with many trained on multi-vendor products, including competitor major model ATMs. We achieve the same first-time resolution on competitor products as we do on our own products. NCR help desk analysts can provide a single point of contact for remote resolution and incident management. If on-site assistance is required, our engineers can be dispatched up to seven days a week, 24 hours a day, to ensure that your solutions are up and running when your customers need them. NCR's strong support infrastructure, remote resolution capabilities and worldwide parts logistics improve first-visit resolution, which drives higher solution availability.

- **Smooth transition to NCR and improved operational efficiency**

NCR will apply a comprehensive service assumption process to ensure that parts, support tools and training are in place prior to your start of service. Ongoing account support provides a resource for detailed account analysis. Based on your custom support plan, your NCR account professional will proactively analyze call volumes and recommend improvements. Poorly performing locations will be targeted for training, software enhancements or hardware fixes to reduce operational costs and improve system availability.

- **Simplified deployments**

The NCR team that maintains your existing equipment is also available to help you upgrade this equipment or install new solutions. Our experienced team can manage your deployment from start to finish, ensuring rapid implementation of your new systems while minimizing business disruption and reducing extra work for your employees.

Key Features

- Proven multi-vendor service expertise with hundreds of vendors
- Single-point-of-service accountability
- 24x7 global coverage
- Flexible service options
- Incident management
- Detailed account analysis and proactive recommendations
- Direct service presence in more than 90 countries

Why NCR?

With over 125 years of global experience and knowledge, 13,000 consultants and technical support experts and a network of customer care centers, 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.