

# NCR Predictive Services

Do you want to improve consumer satisfaction at your customer touchpoints by resolving issues before they happen?

YES

## A more effective way to deliver service

Ensuring that your points of service are always available when your customers need them requires being smarter about the way they are managed. It entails anticipating problems with components before they happen and performing full diagnosis and service dispatch before your customers are impacted. Using proven technology, NCR Predictive Services watches critical components of your customer touchpoints, anticipating any issues before they happen and proactively scheduling fixes that minimize the number and duration of service interruptions.

- **Minimize downtime due to component failures**

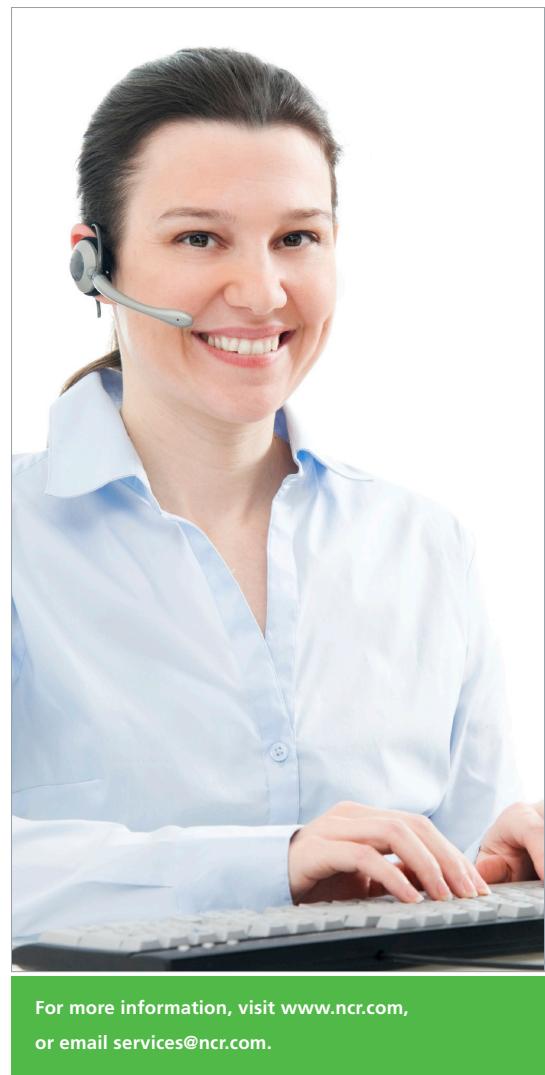
In many cases it's possible to predict the failure of a component before it happens by monitoring hardware and software warnings and recognizing the signs. When these signs appear a service action is immediately initiated, avoiding downtime associated with response to an actual failure. This targeted notification also ensures that the right parts and skills are available for the fix.

- **Reduce the number of service interruptions**

Understanding when a component requires replacement means understanding how and when the device is being used. NCR provides a detailed activity reporting capability to track component usage information and monitor when a component is nearing the end of its useful service life. At that time, NCR will proactively replace the worn part during an existing service event to minimize the impact of the update to your customers.

- **Reduce the impact of device outages**

We understand more about your devices and, as a result, we are able to fully diagnose service requests before dispatching a technician. Technicians have detailed and targeted repair and parts advice before they arrive on site, enabling them to make faster repairs and ensuring that the right fix is provided the first time.



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

- **Combine with remote services capabilities for optimized availability**

Service intelligence generated by NCR Predictive Services can be used to identify issues that can be fixed remotely and automatically route them to remote resolution teams for even faster repair. Targeted remote resolution speeds time to fix by providing detailed event information combined with repair advice.

- **Gain full visibility of remote service actions**

Reliable and safe remote service must be targeted and auditable. NCR Predictive Services with remote service actions provides peace of mind by ensuring that remote services are performed by selecting from a set of predefined capabilities rather than allowing simple "console" access to the device. This ensures consistent service delivery, full audit and control of remote actions while providing protection of any data that is not required to be accessed for remote maintenance.

- **Secure communications with your devices**

NCR understands the importance of maintaining a secure environment for transaction processing. NCR Predictive Services only transmits component level diagnostic data such as activity counters, configuration data and warnings from your devices to NCR. NCR does not access any transaction or cardholder data as part of the solution. NCR Predictive Services for POS has also received Payment Application Data Security Standards (PA-DSS) acceptance.

- **Implement easily**

All data communications are "firewall-friendly," using standards-based communications from your network to NCR. NCR offers a variety of options for data exchange to ease integration with your existing security policies and ensure that setting up Predictive Services is as painless as possible.

- **Providing Interactive Insight<sup>SM</sup> based on NCR's industry-leading service intelligence**

Interactive Insight is a groundbreaking continuous improvement approach to service management. NCR continuously gathers data from our service operations around the world and uses that insight to drive quality improvements into products, improve service performance, and proactively manage our customer's IT infrastructure. NCR Predictive Services is the latest evolution of this highly successful program. We use the industry's largest services data warehouse to link service knowledge from millions of service events around the world, identifying best practices and enabling the fast deployment of that knowledge to our service technicians. This increasingly detailed diagnostic data drives improved service performance through highly targeted service intelligence.

## Key Features

- Proactive device maintenance
- Detection and resolution of issues before they happen
- Enhanced diagnostic capabilities for faster fix
- Secure solution including full audit trail

## Why NCR?

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



Experience a new world of interaction

NCR Predictive 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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