

NCR Second Line Maintenance Services

Would you like to achieve world-class availability across your ATM network?

YES

Service support customised to your needs

NCR Second Line Maintenance provides the comprehensive support you need to take full advantage of your investment in new technologies. The service provides quality, dependable support from a service vendor with vast experience gained from developing and supporting ATMs for over 40 years in more than 100 countries. With NCR as your service partner, you have access to the support and resources of a global network of people and technology, with the capabilities and expertise to match your specific ATM availability needs.

- **Industry-leading tools to achieve increased availability**

To provide you optimal ATM availability, NCR's Second Line Maintenance Services take a proactive and predictive approach to servicing ATMs. NCR's industry-leading, innovative High Availability Initiatives, NCR's proprietary Self-Service Diagnostic Gateway (SSDG), the Problem Unit Program (PUP), and our Preventable Call Program (PCP), have been deployed globally and are yielding results that drive continual improvements in ATM availability.

- **Unlimited opportunity with an intelligent global service network**

With NCR as your Second Line Maintenance Services provider, you have the assurance of a proven, dependable service partner. NCR has more than 13,000 service professionals connected to our extensive service network with customer care centres around the world. Each service professional learns from the past experience of the others, regardless of location.

- **Flexibility to tailor service with comprehensive options**

NCR offers a range of response times, enabling you to choose the level of service needed for each ATM, based on the desired level of ATM availability.



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

- **Easy and immediate ability to request service**

NCR offers 24-hour problem reporting, via three mechanisms. The ideal mechanism is through an Electronic Data Interface (EDI) connection. In addition to EDI, NCR offers the ability to submit service requests through our industry-leading web portal, NCR @ Your Service™. Lastly, service requests can be made via toll-free telephone access.

- **Faster solutions with assisted remote resolution**

Upon receipt of a service request, NCR will diagnose and resolve the problem remotely when possible. NCR's SSDG and remote resolution processes enable this to occur as quickly as possible.

- **Assurance that service meets factory specifications**

Factory-trained on-site experts replace the failed ATM component or part. Remedial repairs may also include cleaning, lubricating, adjusting, or recalibrating to repair the malfunctioning component.

- **Proactive and predictive services optimise availability**

Preventive maintenance is included with every service call. While on-site to make a hardware repair, NCR will perform the activities prescribed within our established ATM Preventive Maintenance Checklist, based on the module needing repair. NCR proactively monitors service activity levels across our ATM population and will conduct enhanced preventive maintenance activities for those defined as problem units.

- **Benefits of keeping your ATM up-to-date**

Installation of availability enhancements, safety and mandatory modifications, and modifications required to comply with governmental and/or regulatory agencies are all included with Second Line Maintenance Services.

- **Easy, unlimited access to service information**

NCR @ Your Service is a secure easy-to-use, web-based tool that provides you direct access to NCR's worldwide support infrastructure 24 hours a day, 7 days a week.

Key Features

- SSDG and SSDG+
- Proactive and predictive service
- Remote problem resolution
- Flexible service options
- NCR @ Your Service

Why NCR?

With over 125 years of experience and knowledge, NCR is the leading global provider of payments, assisted- and self-service solutions. NCR has been the global number one manufacturer of ATMs for more than 22 consecutive years. 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 Second Line 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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