

NCR Software Maintenance and Support Services

Would you like to realise the full potential of your NCR software solution?

YES

Total software care

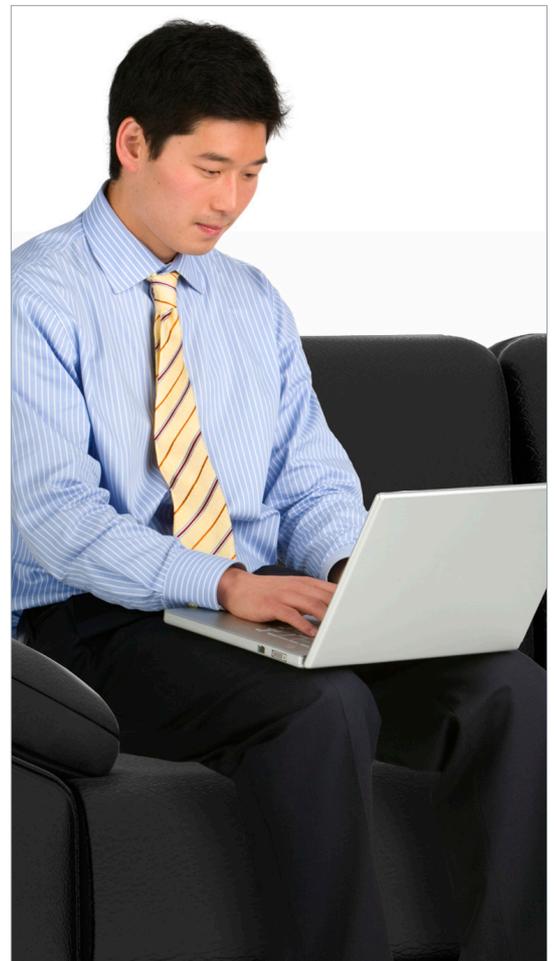
New requirements, security patches and software upgrades, together with legal and regulatory standards, are being introduced more frequently than ever before. The need for change puts increasing demands on your company to keep up-to-date software. To reduce the complexity of keeping your software updated and ensure you receive the full benefit from your applications, NCR provides expert Software Maintenance and Support Services. NCR protects against unforeseen issues and gets you back online when something does go wrong, enabling you to focus on managing your business.

- **Maximise software availability**

With NCR Software Maintenance and Support Services; you can prevent problems before they affect your business. If a problem does occur, NCR will record, investigate and fix it quickly, with minimal demands on your resources. For complex problems, NCR can often deploy a temporary fix to keep you operational until a long-term solution is found. NCR customers get priority attention, benefiting from our database of known problems and solutions, and superior product knowledge, maximising the availability of your software applications.

- **Access to new releases**

NCR Software Maintenance and Support Services entitle you to new point-and-patch releases for software, so you can install required fixes and gain minor functionality enhancements with no additional charge. Software problems can be avoided by installing new patch releases that contain software fixes provided to other customers. With free access to new patch-and-point releases, you can keep your software up-to-date with the latest quality improvements and product enhancements, giving you a competitive edge.



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



Experience a new world of interaction

NCR Software Maintenance and Support Services

- **Secure your enterprise by reducing security risks**

Protect your software by accessing and installing the latest security patches and by keeping up-to-date on the latest security alerts and bulletins. NCR makes it easier for you to protect your software systems from these potentially dangerous risks, so you know your systems are safe.

- **Lower your total cost of ownership**

NCR Software Maintenance and Support Services reduce costs and increase operational efficiency by providing you with a clearly defined scope and contract. You'll have the capability to accurately set your budget for maintenance and upgrades in advance. And you can access the latest fixes and product improvements, including discounts on software upgrades.

- **Get the critical support that's right for your business**

With NCR, you leverage a worldwide pool of experts to keep your software solutions running and help your staff acquire new software maintenance skills. NCR works to ensure all your required support arrangements are in place, including contacts, skills and hours of coverage. For customers who modify, enhance or integrate their standard NCR software with other software solutions, custom software maintenance options are also available to ensure high availability and performance for your entire software suite.

- **Making you our priority**

With NCR Software Maintenance and Support Services, NCR customers get priority attention, guaranteed availability of technical resources and discounts on software upgrades. When you have a software problem, we're here to help.

Key Features

- Single point of contact
- Remote telephone support
- Agreed response time and prioritisation
- Clear support channels
- Coverage for local office hours
- Entitlement to new patch-and-point releases
- Software maintenance available on all standard NCR software
- Optional coverage for customised software

Why NCR?

With over 40 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.