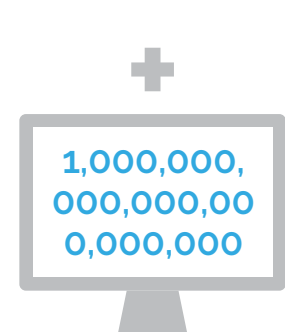


THE SERVICE OF THINGS

How the IoT is Transforming the Services Industry

THE IoT LANDSCAPE (It's Expanding)



DATA CAPTURED BY THE IOT WILL EXCEED 1.6 ZETTABYTES BY 2020

(ABI Research)



Retail spending on IoT technology is expected to reach \$2.5 BILLION BY 2020

(Juniper Research)



Estimated installed base of **ATMS WORLDWIDE IN 2021 4 MILLION**

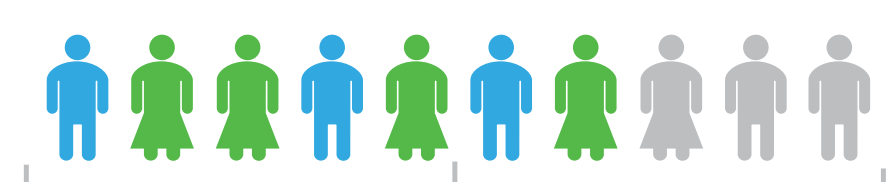
(RBR)



75% OF BUSINESSES will have digital transformation by 2020

(Gartner)

WHY CX MATTERS (Customers are Discerning)



MORE THAN HALF OF CUSTOMERS today say they've **switched companies solely because of poor user experiences**

(Analyst Daniel Newman)

CHILDREN BORN IN 1994 HAVE BECOME THE FIRST ADULTS to have lived their entire lives in the presence of online retailing



CUSTOMER SELF SERVICE IS GROWING

As many as **67 percent of consumers prefer helping themselves** to speaking with a customer service agent

(Zendesk)

INCREASED AVAILABILITY (Only Part of the Story)

28%

VERY LIKELY TO SWITCH BANKS if they experienced recurrent instances of ATM unavailability

(Level Four)

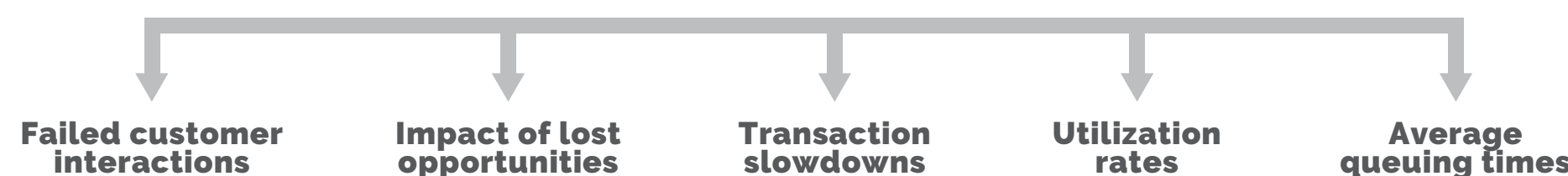


98%+

AVAILABILITY RATE does not necessarily mirror completed customer transactions

(Inetco)

THE REST OF THE STORY: YOU MUST ALSO MEASURE



IoT TECHNOLOGY IS TRANSFORMING THE SERVICE INDUSTRY MENTALITY from **break fix** to **predict and adapt**

THE SERVICES EVOLUTION

NCR SERVICES EVOLUTION STRATEGY

Move to resolving more requests faster and with greater efficiency

Technology Enabled Delivery

MACHINE TO MACHINE

- Communication
- Automated Defect Resolution
- Predictive Services
- Seconds to Resolution

MACHINE/HUMAN TO HUMAN

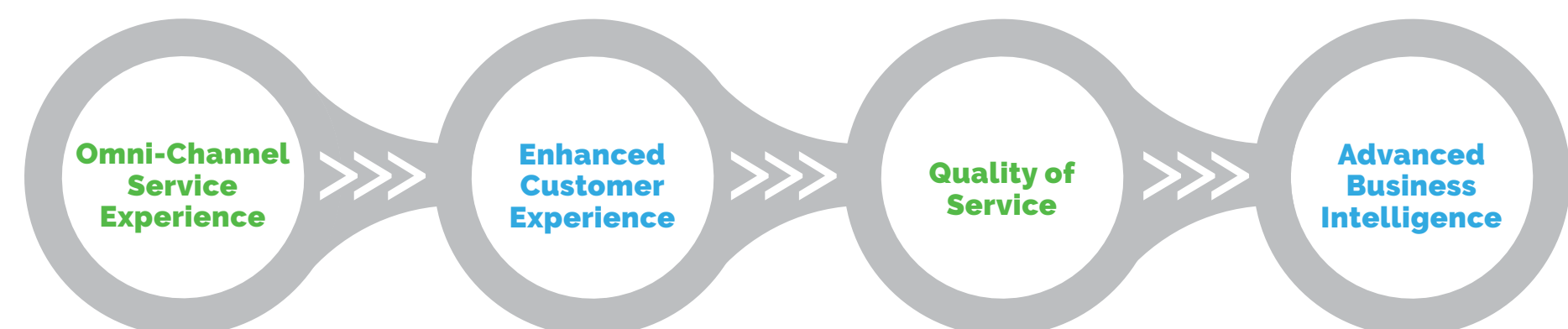
- Remote Defect Resolution
- Minutes to Resolution

HUMAN TO DISPATCH

- Break/Fix
- Parts Management
- Hours - Days to Resolution



HOW TO DELIVER ROI ON THE SERVICE OF THINGS



About NCR Global Services

Around the world, nobody is better positioned than NCR to help companies navigate through digital and omni-channel transformations. Our managed and support services provide customers with higher availability, secure transactions and greater efficiency - all essential elements of the connected economy.

