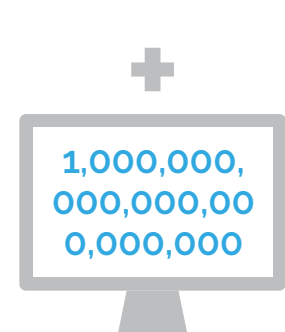


# THE SERVICE OF THINGS

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**

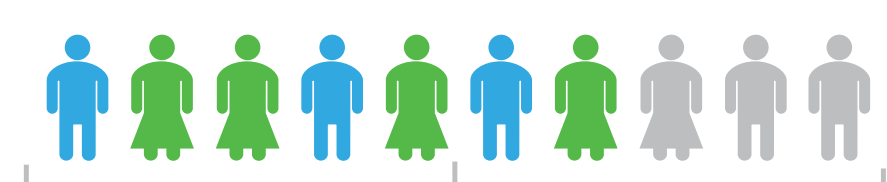
(RBR)



**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)

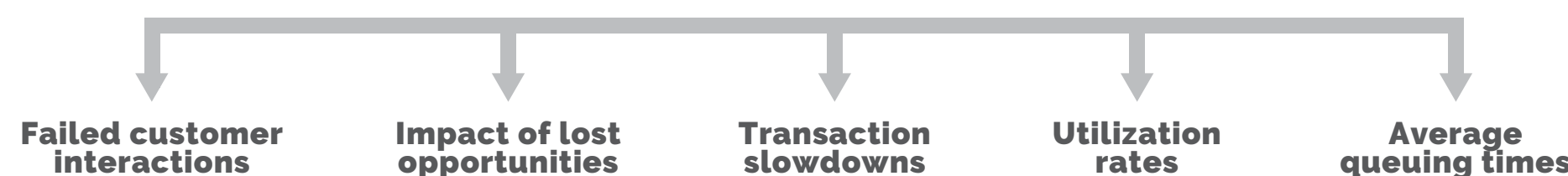


**98%+**

**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

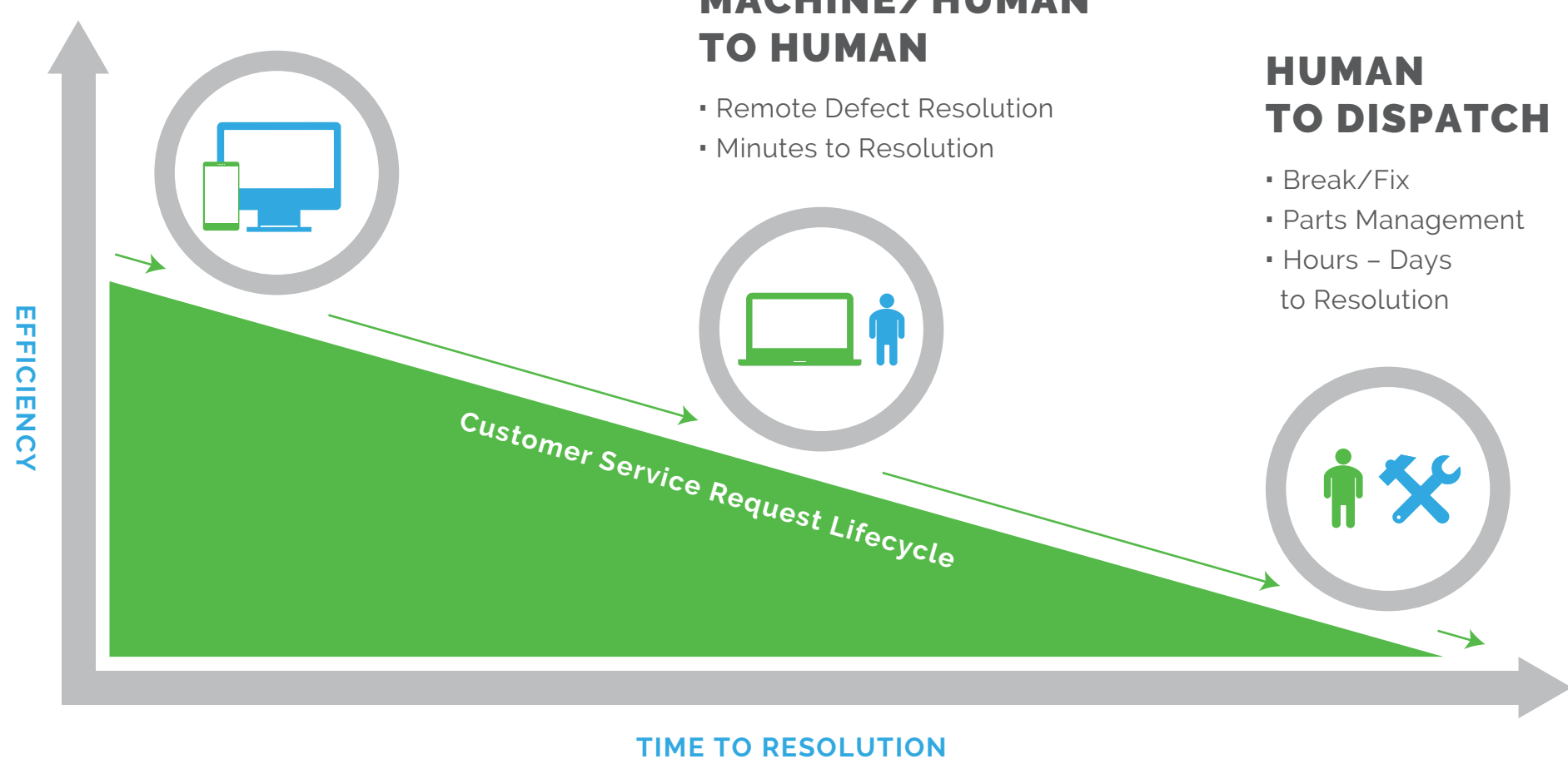
- Communication
- Automated Defect Resolution
- Predictive Services
- Seconds to Resolution

#### MACHINE/HUMAN TO HUMAN

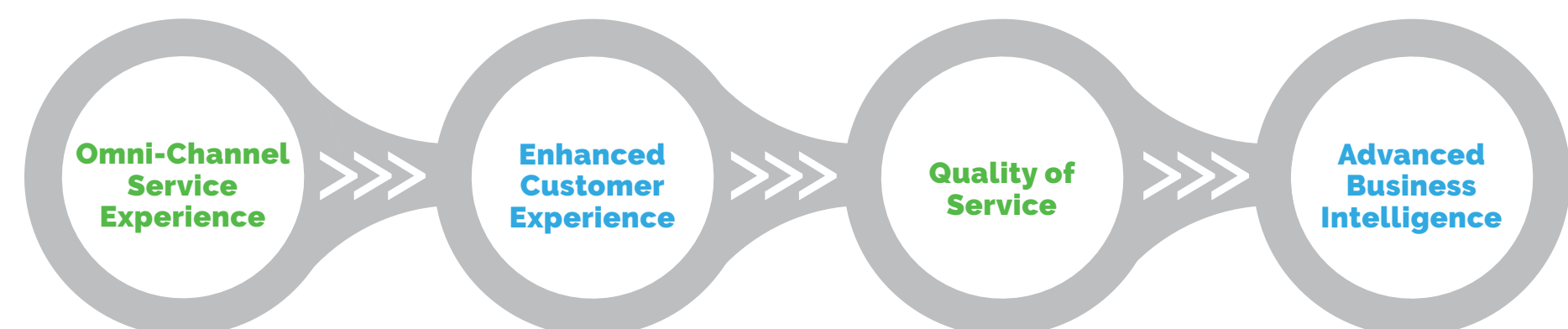
- Remote Defect Resolution
- Minutes to Resolution

#### 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.

