

CX ASIA 2018

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Channel Strategy Update APAC

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Key Learnings

Your Voice

- Inconsistent approach
- Portfolio enablement
- Fragmentation
- Lack of structure

Opportunities

- Experienced and eager partners
- Emerging/growth markets
- Movement to Software
- NCR team wanting to embrace

Work streams

Revamp global
program

Enable the
ecosystem

Make it easier
to do business

Align and hold
accountable

Global Program

What does great look like?

- Channel partners are key to delivering scale, reach and depth in our global marketplace.
- Delivering an iNCRedible customer experience will be at the core of everything NCR does with our Partners and their customers.
- Our global partner program will provide a clear path to profitability for our partners. The program will enable and reward partner competency, growth and loyalty.
- NCR will operate with transparency under clear rules of engagement.
- NCR will communicate and share openly with our partners in order to seek feedback and input to drive mutual success.

Enabling the ecosystem



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Ecosystem Future State

Customer line
becoming blurred

Partners approach
multi LOB



**NCR
FINANCIAL
SERVICES
PARTNER**

**NCR
RETAIL
PARTNER**

**NCR
HOSPITALITY
PARTNER**

NCR TECHNICAL PARTNER

NCR PROFESSIONAL SERVICES

NCR PARTNER NETWORK

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Work In Progress

Enablement

Financial Services

- Bangkok Presales Solution Sales Training
 - Vision
 - NDCe
 - Sale tools
- Authentic Presales Solution Training
- Introduce Silver
- Look for opportunities to enable Partner PS
- Services alignment

Retail

- Hardware sales curriculum #91000
- SCO Training – NCRu available Nov 2018
- Introduce Silver
- Specialty Software – Scheduled for 2018
- Services alignment

Hospitality

- Solution Sales Training Modules
 - Foundational Pillars of Aloha
 - Aloha Kitchen
 - Aloha Takeout & Delivery
- Introduce Silver

Ease of doing business



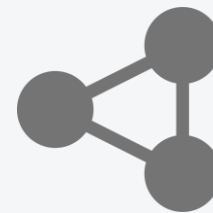
Channel Systems



Channel Operations



Channel Support



Resources

An aerial photograph showing several construction workers in safety gear working on a large, flat wooden roof structure. The workers are positioned at various points across the roof, and the wooden planks are arranged in a grid pattern. The scene is illuminated by bright sunlight, creating strong shadows and highlights on the wood.

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**It will take
time**

What do we need from you?

- **Patience**
- **Participation**
- **Persistence**
- **Positivity**

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Thank You!

