

# NCR DIGITAL CONNECTED PREMISE SERVICES

FOR HOSPITALITY

## AS THE WORLD MOVES TO “PHYGITAL”—A SEAMLESS BLEND OF THE PHYSICAL & DIGITAL, NCR DIGITAL CONNECTED PREMISE SERVICES ENABLES HOSTS TO EMBRACE ON-PREMISE TRANSFORMATIONS

- Connecting smart devices (IoT) to drive business outcomes
- Maximize transaction channel availability
- Improve site associate productivity
- Enable site operational efficiencies
- One contact for your omni-channel support

With the number of IP enabled devices expected to reach 20 billion in 2020\*, industry trends that require special skills, and the growing opportunity to take advantage of data analytics to drive business outcomes, there is no better time to become a leader in the SMART Site revolution.

Omni-channel, IoT, Big Data and Analytics are megatrends transforming the hospitality landscape. The IoT revolution provides brick and mortar sites a rebirth as the ability to measure the consumer interaction with the site improves significantly and will potentially reach the same detailed sharpness in which the online channel has developed and mastered successfully.

As a global market leader in POS technology, along with proven Hospitality Managed Service and Outsourcing capabilities, NCR is well positioned to support your site transformation journey.

NCR Digital Connected Services, is built upon a framework of Monitor-Maintain-Manage-Secure to drive high transaction and site associate availability by optimizing critical components of

service delivery to be outcome focused across front and back site, applications and devices. With high availability as top of mind, our managed and support multi-vendor services come together in an integrated platform solution designed to provide customers with not only a seamless omni-channel experience but with maximum availability expected in this digital age. Customers also benefit from peace of mind of a secure transaction process and site staff will also appreciate less time spent managing operational issues giving back time for the customer.

Platform technology permits future growth and the agility required to embrace tomorrow's technology as they arise. NCR Digital Connected Premise enables a holistic new service approach to support this new technology stack. Our service approach is designed to leverage the rich data available within the platform to enable predictive and automated service actions, thereby reducing operational complexities often the responsibility of the site staff.

Being in front of technology is achieved through the flexibility provided by NCR Digital Connected Premise.

- Accelerate digital transformation (multi-vendor)
- Powerful Insights-as-a-Service through data analytics
- Define and design profit-yielding use cases
- Site staff optimization
- Introducing process automation

\*Gartner 2017 "Leading the IoT" report



To speak with someone or for more information, visit us at [nrc.com/restaurants](https://nrc.com/restaurants).





## MANAGED SOLUTIONS POSITIONED TO SUCCEED

Digital Connected Premise is a Fit-For-Purpose offer specific to three key areas: Consumer experience and AVAILABILITY, enhancing SECURITY, and INSIGHTS. Designed from industry experience and coupled with a customer' desired outcome, our modular Digital Connected Premise offering will provide you with operational and economical freedom, all essential elements of a connected economy.

### Monitor

Oversee your hospitality site network to detect (and predict) faults. 7x24 coverage for device and application monitoring. Single point of contact to initialize and escalate operational service requests.

### Maintain

Ensure the basic health of your front and back hospitality site network with reactive service and backup management. NCR does this by using the best-in-class tools and certified people leveraging industry benchmarked processes.

### Manage

Manage your hospitality site network with a suite of carefully designed and executed ITIL-based environment, set-up, problem and account management activities.

### Secure

Know that your hospitality site network and your customers are protected with industry leading security infrastructure, tools, and best practices.

## WHY NCR?

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Atlanta, Ga., with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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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