



# **NCR HARDWARE MAINTENANCE SERVICES FOR THE HOSPITALITY INDUSTRY: ON-SITE, DEPOT AND MULTI-VENDOR**

To contact NCR or to learn more, visit us at [ncr.com/restaurants](https://www.ncr.com/restaurants).



**When you're deciding on maintenance support to protect your solution investment, ensuring continuous availability is critical. NCR's best-in-class maintenance services do just that while driving a lower total cost of ownership and higher return on investment—all from a single provider.**

In addition to supporting NCR point-of-sale, self-service and payment solutions, we also support a wide spectrum of multi-vendor products, including LAN / WLAN and internetworking products, entry-level servers, mid-range systems, storage devices, printers and PCs, as well as PC operating systems, and basic productivity software suites.

We also provide flexible, on-site maintenance options from skilled technicians with the expertise and parts to fix the problem the first time. In addition, we provide depot services for an off-site device repair service with state-of-the-art technology and experienced NCR technicians to repair and restore your devices quickly, minimizing on-site disruption.

### **NCR is a Global Services Leader**

## **NCR HARDWARE MAINTENANCE SERVICES**



**20,000  
SERVICE  
PROFESSIONALS**



**180+  
COUNTRIES  
REPRESENTED**



**13  
CENTERS OF  
EXCELLENCE**



**1,100  
STOCKING  
LOCATIONS**



**300+  
VENDORS  
SUPPORTED**



**29,000+  
SERVICE ACTIONS  
PER DAY**

## ON-SITE SUPPORT FOR HARDWARE

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When you have a system-related problem, every minute counts. When an issue cannot be resolved remotely, we'll dispatch an NCR Customer Engineer to your place of business (during your contracted hours of coverage) to perform maintenance and return your equipment to good working condition. We provide traditional repair, preventive maintenance and engineering changes that preserve your investment in a tailored service offering that gives you the support you need for your solution users.

We also offer extended coverage options that provide service up to seven days a week, 24 hours per day of standard, on-site service coverage.

For remedial maintenance, NCR offers replacement parts and labor during specified hours. Under an on-site maintenance arrangement, if problems cannot be resolved remotely, NCR dispatches a technician to provide repairs, as per your contract with NCR.

NCR technicians use state-of-art communication devices and are supported by dedicated Level II technical staff. NCR forecasts parts requirements and automatically replenishes parts upon usage.

### WHY CHOOSE NCR FOR ON-SITE HW MAINTENANCE?

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Worldwide coverage—wherever you are, we can help

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Our offerings are flexible, with various service level agreements tailored to meet your needs

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All our technicians are certified with the expertise and skills for your industry

...

We use an intelligent dispatch system with fast response to increase your device availability and customer satisfaction

## DEPOT HARDWARE MAINTENANCE

NCR's depot solution provides a cost-effective alternative to on-site maintenance by performing repair functions at a centralized repair facility instead of your actual site location. It's a smart option for equipment repairs and replacements that don't require rapid response and on-site personnel support; this provides excellent value for lightweight and peripheral products that are easily installed and de-installed.

NCR offers three options under our Depot Maintenance Service: Standard Services, Advanced Exchange and Remanufacture (RM):

- **Standard Service (return & repair)** – offers repair and return of failed products and peripheral devices
- **Advanced Exchange (enhanced services)** – offers stocking of your spares inventory by NCR and next-day replacement of your devices, and is delivered through a seamless support process
- **Remanufacture RM** – offers a complete remanufacture of the returned product; a like-new remanufactured product is sent to you and installation services (CE meet) can be added.

These are flexible options to fit your business needs.

DEPOT			
KEY FEATURES/BENEFITS	STANDARD SERVICE	ADVANCED EXCHANGE	REMANUFACTURE (RM)
Lowest Cost/Value offer	X		
7- 10 day turnaround	X		X
NBD, NCD, Same Day*		NBD	ALL
Inventory Stocked		X	X
Re-manufacture			X
High 1 <sup>st</sup> time fix	X	X	X
Customer Engineer Meet Options (de-install/install)	X	X	X
High value/high availability to the customer		X	X

\*Next Business Day (NBD) or Next Calendar Day (NCD)

The Standard Service option is the most cost-effective, but does require more interaction from your site personnel and does not deliver the same high systems availability requirement found in the Advanced Exchange or Remanufacture (RM) options.

Designed to provide the best possible service, all Depot solution activity is performed at NCR Deployment Centers. These allow NCR to deliver depot services seamlessly and consistently, selecting the appropriate center based on the geographic locations of your various sites.

### WHY CHOOSE NCR DEPOT MAINTENANCE?

Offers repair coverage that minimizes downtime in your environments, using a cost-effective approach



Flexible options to fit your business needs



A single point of accountability so your internal resources are free to address other business-critical activities

## MULTI-VENDOR HARDWARE MAINTENANCE: ON-SITE AND DEPOT

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NCR is the industry leader in providing multi-vendor support services on point-of-sale and kiosk solutions, in addition to PCs, servers, network equipment, mobiles/handheld products and many other peripherals.

NCR was early to recognize the importance of incorporating best-in-class technology into hospitality site environments. As our partners began investing in a wider spectrum of IT brands, we developed a strategy for servicing multi-vendor solutions. As a result, NCR has been recognized as a leader in the multi-vendor service arena for the past 20 years.

Today, NCR services over 2.5 million units of non-NCR equipment on over 450,000 competitor terminals and peripherals, and hundreds of thousands of PCs and network devices.

Our services support retailers, financial institutions, restaurants, airports and other establishments around the globe. In hospitality, we service several key hardware vendors:

IBM • Micros • Verifone • Fujitsu • HP • Ingenico • Zebra • Epson • Cisco • Avaya

### WHY CHOOSE NCR MULTI-VENDOR HARDWARE SERVICES?

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One contact for all your maintenance needs,  
so you can focus on other business priorities

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By reducing time to contact, troubleshoot and resolve issues,  
we drive more efficiencies

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Operational surveys are carried out on the Bad Actor CE/Site/Area  
to help identify improvements areas for maximum availability

## ENHANCED ACCOUNT SUPPORT

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All the best tools in the industry mean nothing without the right people—the proper account support team and infrastructure are critical to the successful delivery of our services. Account support enhances your service contract

because it provides a single point of contact who is highly knowledgeable and trained to meet your needs and drive the level of service you've come to expect.

### WHY CHOOSE NCR'S ACCOUNT SUPPORT?

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Provides a single point-of-contact to establish and maintain a strong service relationship between you and NCR, ensuring all of NCR's service delivery processes meet your requirements



Enables streamlined and personalized service delivery



Provides the proactive service expertise, analysis and reporting



Increases operational efficiency and improves system availability





## **ENSURING RELIABLE SERVICE DELIVERY**

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Because hardware and system failures lead to a loss in productivity that can impact your customers' satisfaction, it's important that you receive the most appropriate level of maintenance repair based on your equipment status and budget. NCR Hospitality Hardware Maintenance provides a consistent support methodology to your end users and can support your complete IT infrastructure—providing a single point of accountability and resolution that keeps your business up and running.





**CONTACT US AT [NCR.COM](https://www.ncr.com) TODAY**

## **WHY NCR?**

NCR is a leading technology company that brings unexpected value to every interaction between consumers and businesses. The **#1 global hospitality POS software provider** and the company behind the industry-leading NCR Aloha POS, we've helped **100,000+ restaurants** deliver exceptional experiences around the world.

Leading with digital, we power innovations like the self-ordering kiosk, with software, hardware and services that help restaurants, airlines, stadiums and venues bridge their digital and physical operations. Together, we help hospitality brands embrace cloud and mobile, streamline their businesses and connect every touchpoint into a differentiated experience that turns guests into loyal fans.

NCR Corporation  
864 Spring St NW,  
Atlanta, GA 30308-1007