

# DIGITAL CONNECTED SERVICES NCR HOSPITALITY SERVICE DESK

## OMNI-CHANNEL SUPPORT



## GET ALL OF THE HELP YOU NEED IN ONE STOP

Your success is largely dependent upon the reliability of the technology solutions that support your retail business. However, if at any point a problem does occur with your technology, an efficient process to resolve is imperative. Depend on NCR's Hospitality Service Desk to provide the resolution efficiency you require with the simplicity

of placing one call to resolve the issue regardless of the vendor. As your single point of contact with the expertise to solve your technology issues, we make it easier for you to keep your business systems up and running, allowing you to focus on your core business.

### Simplified Service Desk Management

NCR offers multiple channel access to industry and solution experts with the breadth of knowledge to support NCR and multi-vendor retail technology. NCR Hospitality Service Desk provides you with an end-to-end solution that leverages our retail technology expertise to resolve issues with accelerated speed so that the impact upon the consumer experience is kept at a minimum. Simplifying your resolution operations is an additional benefit that adds to increasing overall system availability when needed.

To speak with someone or for more information, visit us at [ncr.com/retail/services](http://ncr.com/retail/services).



## A proactive approach to issue resolution

NCR Hospitality Service Desk takes an industry-leading proactive approach with real-time monitoring and management to diagnose issues with speed and accuracy. Experience an increase in first-call resolution and first-visit resolution leveraging our remote resolution capabilities and our intelligent dispatch which provides technicians the insight required to help resolve issues upon arrival.

## Gain insight into your business operations

Know your business options with a defined cost of support, while receiving data and reports about your IT operations. Standardized or custom reports can be generated and accessed online via the MYNCR web portal. MYNCR also allows you to obtain real-time status

of an open incident as well as steps taken to resolve the incident. With insight into your self-service environment, you can zero in on problem areas and make decisions about continuous improvement activities needed to evolve your business and customer service.

## A flexible solution to fit your unique needs

Whether you are a regional, national or international operation, NCR Hospitality Service Desk is there for you. NCR's global network supports over 5 million managed service incidents annually from our global Customer Care Center locations. NCR's people, processes and tools can support temporary or long-term increases in call volume. NCR Retail Service Desk will help you plan, implement, deploy and support your new and existing technology needs as you require.

## KEY FEATURES

- Global resources available 24x7
- Customized coverage to meet your business needs
- Industry and solution expertise
- Omni-channel service requests supported via Chat, Web through MyNCR, Live, and Email



- Remote management and monitoring tools
- Currently supporting over 17 languages, including: English, French, German, Spanish and Japanese at our Customer Care Centers around the globe
- Supporting a wide range of both NCR and multi-vendor technology
- Reporting based on key metrics and service levels, regardless of repair vendor

## 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.

All features, functions and operations described herein may not be marketed by NCR in all parts of the world. Consult your NCR representative or NCR office for the latest information.

All brand and product names appearing in this document are trademarks, registered trademarks or service marks of their respective holders.

© 2018 NCR Corporation Patents Pending

070518-HOSP-0618

ncr.com

