



CONNECTING THE WORLD WITH CASH

NCR SelfServ™ 24

Exterior through-the-wall cash dispense ATM

NCR SelfServ™ 24 ATMs help FIs cut cost, improve data security and advance progress on environmental sustainability goals. Combined with human-centric design, the NCR SelfServ 24 enables a self-directed banking experience.

NCR Enterprise Software and digital-first hardware ensure end-to-end service excellence through access to cash, payment choice and wider financial inclusion.

Running the ATM has never been more simple.



Experience

SelfServ 24 is your next-gen touchpoint for a truly digital-first customer experience. Featuring multi-touch display, integrated contactless card reader and dynamically adjustable MEEI's, SelfServ 24 combines NCR Enterprise Software and ATM Marketing to help you personalize each customer experience and serve as your brand ambassador.



Availability

We take your ATM uptime seriously and that's why SelfServ 24 is powered by our successful S2 Media Dispense Module. With market-leading cassette capacity, you'll enable longer replenishment cycles, reduce CIT visits and keep your device online for longer. State of Health indicators and greater FRUs mean it's simple to get your ATM back up and running.



Security

SelfServ 24 has security built in. The combination of S2 Media Dispense Module and integrated cash exit and consumer portrait cameras protects your device against cash trap attacks and transaction reversal fraud. With the latest SPS and NCR Secure, your consumers are protected against card skimming fraud too.

SelfServ 24 is built for ease of use and peace of mind—every transaction.

Replacements for damaged and obsolete terminals are expected to drive the vast majority of ATM shipments to Europe through 2026. To remain competitive, FIs must enhance their digital channels with next-gen self-service solutions, or risk losing customers to better-crafted experiences.

52%

According to McKinsey & Company, customer requests for information, advice and recommendations comprise 52 percent of online bank interactions. Only 10 percent of those surveyed performed more than two different actions during their online experience. Service availability online compliments but does not replace physical presence.

50%

According to a Marqeto survey, the younger generation is more focused on building savings and avoiding debt. That's why 73 percent of UK participants aged 12 to 23 now have a bank account in their own name, with 87 percent at traditional banks versus fin techs. 50% of these consumers prefer face-to-face.

54%

In 2020, approximately 54 percent of Gen Z switched bank providers for monetary promotional incentives (Marqeto). For the first time, consumers are in the driver's seat, switching brands based on their service experience.

So here are some key things to keep in mind so you don't fall behind the competition:

1

Modernise your ATM fleet. Consumers readily discard out-dated devices. Don't do the same your ATMs. Stay ahead by upgrading your self-service channel to compliment the latest consumer devices.

2

Ensure a consistent channel experience. Apply the same brand experience standards in person, online and across channels. In all cases, the customer should be at the heart of every transaction. So give them a simple, engaging and personalised brand experience, consistently.

3

Meet Gen Z where they are and show them you care. Understand their values and purchasing preferences and let that guide your development of a clear and consistent self-service strategy. Combine that with a social and environmental brand promise. You'll be sure to gain more attention.

