

ATM & ITM Banking Software Support

Software Support Escalation Procedure



Summary

The NCR Software Support Escalation Procedure ensures that NCR provides a mechanism for Customers and Partners to give an incident, or collection of incidents, an additional level of attention. This is for Production incidents where support is provided by NCR Software Support. If your support is provided by your local NCR Professional Services Team, then please reach out to your local Professional Services team regarding any escalations in the first instance.

When should an escalation be initiated?

For our Customers and Partners who have a valid and active Software Maintenance Agreement and/or Subscription license, then an escalation may be initiated at any time following incident submission. However, we do ask that you please allow time for normal support processes to be followed, but if you are still concerned with the handling of your incident then you can escalate by following this procedure.

Reasons for initiating an escalation

Some example reasons for initiating an escalation are as follows, but we do ask that you only escalate if deemed necessary and that you take the priority of the incident into consideration before initiating.

- ◆ Lack of timely updates.
- ◆ Incident taking longer to resolve than is deemed acceptable.
- ◆ Data loss and/or reputational damage.
- ◆ High number of open incidents, leading to an overall concern.

What is the procedure for initiating an escalation?

Formal hierarchical escalations should be made as follows. We ask that these be followed, and only taken to the next level if your previous level of escalation has not been dealt with to your satisfaction. Please include your assigned incident number(s) and reason for escalation on any communications.

| Escalation Level | Name | Title | Email Address |
|-----------------------|-------------------------------|---|---------------------------------------|
| 1 st Level | Escalation Management Mailbox | | Escalation.NCRSoftwareSupport@ncr.com |
| 2 nd Level | Mike George | Senior Manager, Global ATM and ITM Software Support | Mike.George@ncr.com |
| 3 rd Level | Bo Bedingfield | Banking Support Leader, Banking Software Support | Bo.Bedingfield@ncr.com |
| 4 th Level | Leslie Smith | Executive Director, Banking Software Support | Leslie.Smith@ncr.com |