



Fleet Looks to Enhance Image Storage and Retrieval Savings with NCR's ImageMark Archive

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DAYTON, Ohio, Aug 26, 2003 (BUSINESS WIRE) -- FleetBoston Financial (NYSE:FBF) has selected NCR Corporation's (NYSE:NCR) ImageMark(TM) Archive solution as its new strategic archive for check image storage and delivery. The deal comes after Fleet's success with NCR's ImageMark Capture for automated teller machine (ATM) envelope balancing, announced early this year.

In addition to managing the image storage and retrieval requirements for the five million items received daily from across the entire Fleet banking network, ImageMark Archive will deliver check images to the bank's CD-ROM, image statement and online Web delivery applications. The ImageMark Archive solution will also provide a direct interface to Viewpointe, Fleet's outsource provider for longer-term storage of check images. Fleet expects the move to enhance its in-house capabilities, saving time and money, while also improving its customers' experience.

Mary Ellen Baker, managing director, Consumer and Small Business Technology & Operations, FleetBoston Financial, said, "We were looking for a more effective and cost-efficient manner to organize, store, retrieve and deliver our images across the enterprise. It was very important that the new offering be able to seamlessly interface and enhance our own imaging applications. NCR's ImageMark Archive will provide the quality, capacity, performance and flexibility to meet these needs."

Dick Wheeler, assistant vice president of marketing and product management for NCR's Payment and Imaging Solutions group, said, "Performance, scalability, and flexibility are the key drivers and differentiators of NCR's ImageMark Archive solution. The ability to provide Fleet with the required functionality and performance to meet their short-term image storage needs and at the same time offer the flexibility to interface to the bank's internal and external processing environment enabled Fleet to make this strategic in-house image archive decision."

About FleetBoston Financial

FleetBoston Financial is the seventh-largest financial holding company in the United States, with assets of \$197 billion. The company's principal businesses, Personal Financial Services and Commercial Financial Services, offer a comprehensive array of innovative financial solutions to 20 million customers. Through its Personal Financial Services franchise, Fleet offers retail banking, wealth management and investment services, nationwide brokerage, credit card and consumer lending services. These services are available through approximately 1,500 branches and more than 3,400 ATMs in the Northeast, through Fleet HomeLink(SM) online banking, one of the nation's leading online banking platforms, and through telephone banking. Fleet is the leading small business services and commercial banking provider in the Northeast. Fleet's Commercial Financial Services Division provides commercial lending, syndications, capital raising and advisory, leasing, cash management, asset-based finance, foreign exchange and interest rate derivatives to clients. FleetBoston Financial is headquartered in Boston and listed on the New York Stock Exchange (NYSE:FBF) and the Boston Stock Exchange (BSE:FBF).

About NCR Corporation

NCR Corporation (NYSE:NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's ATMs, retail systems, Teradata(R) data warehouses and IT services provide Relationship Technology(TM) solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR (www.ncr.com) employs approximately 29,500 people worldwide.

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SOURCE: NCR Corporation

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