Teradata Global Support Center Achieves Support Center Practices -SCP- Certification

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DAYTON, Ohio--(BUSINESS WIRE)--Sept. 11, 2003--Teradata, a division of NCR Corporation (NYSE:NCR), announced today that the Teradata Global Support Center (TGSC) has achieved certification under the prestigious Support Center Practices (SCP) certification program. SCP certification quantifies the effectiveness of customer support based on a stringent set of performance standards and represents best-practices support processes and programs in the industry.

"Delighting our customers has long been the mantra of the TGSC, so we are very pleased to have our commitment to excellence and high performance standards be confirmed with SCP certification," said Christine Wallace, vice president of Teradata customer services. "SCP certification requires demonstrated achievement in critical success factors such as customer satisfaction, performance metrics, research and development interface, corporate commitment and strategic direction and other strategic areas of the support operations. Passing these rigorous requirements and becoming SCP certified validates our commitment to delivering world-class support to our customers - not only today, but for the long term."

According to Derek Nash, SCP auditor, "For Teradata, exceeding customer expectations with their service and support is a key differentiator in the product purchasing decision. To achieve this, the TGSC is committed to the process of developing long-term strategies for delivering outstanding support, along with product-related and corporate strategies."

SCP certification, an internationally recognized standard created with the Service & Support Professionals Association (SSPA) and a consortium of leading technology companies, defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes and provides a clear focus on measurable results. SCP certification requires comprehensive on-site audits to confirm that companies meet the requirements of the over 100 business elements defined in the program. Certified organizations must demonstrate their continued commitment to high performance standards through annual recertification audits.

Teradata joins the ranks of other leading technology companies that have achieved the prestigious and sought-after SCP certification, including EMC, PeopleSoft Inc., Cognos and others. Currently, over 200 technology support organizations around the world participate in the SCP program.

About Support Center Practices Certification

The Support Center Practices (SCP) certification program was developed to address service quality issues that affect the rapidly growing technology support industry. The SSPA and approximately 41 of its member companies created the program along with Service Strategies Corporation. These companies contributed their insight and perspective into defining the key elements required for delivering world-class support. The SSPA represents over 22,000 service executives in over 2,500 support centers worldwide. SSPA gives service and support professionals opportunities to share ideas, discuss developing trends and network with their peers. For more information about SSPA, visit http://www.theSSPA.com. Service Strategies Corporation is responsible for administering the SCP certification program and conducting on-site certification audits. For more information about SCP certification, contact Service Strategies Corporation at 858-674-4864, email info@servicestrategies.com or visit http://www.scpcertification.com/.

About Teradata Division

Teradata, a division of NCR Corporation (NYSE:NCR), is the global leader in enterprise data warehousing and enterprise analytic technologies and services. For more information, visit www.teradata.com.

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 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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