



## **NCR's Intelligent Carrier Services Deliver Greater Speed-to-Market and Extends Global Reach - NCR Capabilities Enable Global Telecommunications Carriers to Provide Expanded Services**

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DAYTON, Ohio--(BUSINESS WIRE)--Oct. 24, 2003--NCR Corporation (NYSE:NCR) today announced that it will launch its Intelligent Carrier Services around the world, enabling telecommunications carriers operating globally to deliver value-added solutions to more locations with greater speed and at the highest service levels. These services will enable global carriers to be successful in the face of fierce competition, demanding customers and the need to differentiate.

NCR's Intelligent Carrier Services will enable carriers to extend and accelerate high-end, revenue-generating Internet protocol (IP)-based services, including IP telephony and virtual private networks, that complement their existing wireless access network and customer premise equipment (CPE) offers.

NCR supports these intelligent IP solutions through its proven capability in service design and delivery for multivendor equipment across multiple countries. This capability creates a seamless service solution for a complex environment.

Many carriers offer global bandwidth solutions but face a challenge when deploying and servicing CPE environments. While speed-to-market is part of the equation, a solid track record of delivering services in the CPE environment is equally important.

"Telecommunications carriers today are looking for a certain level of commitment and consistency from service partners, particularly those partners that can deliver quality services that enable the carrier to offer new solutions and expand into new markets," said Richard Dean, program director of Infrastructure Integration and Support Services for IDC. "NCR's Intelligent Carrier Services are designed to offer a range of services that helps support the carrier's ability to achieve its business objectives."

NCR, which has been a leading information technology (IT) service provider in the telecommunications industry for over 20 years, already provides IT services to 18 of the top 20 global and national carriers worldwide. And NCR has a service presence in over 120 countries and territories. NCR's timely solutions help carriers optimize their IT infrastructure and provide the ability to pursue new markets and deliver new product and service offerings to existing markets.

As part of NCR's Intelligent Carrier Services, carriers will benefit from NCR@YourService, a unique IT infrastructure management portal that enables NCR customers to manage their IT infrastructure online while monitoring service levels for continuous process improvements and improved efficiency. Under NCR's Intelligent Carrier Services solution, carriers using NCR@YourService will gain valuable service knowledge through unique reports designed to provide actionable IT intelligence.

For example, a user of the NCR@YourService portal can spend up to 35 percent less time resolving service issues. This reporting and trending can also significantly increase the performance and productivity of carriers' networks by introducing incident management efficiencies and maximizing availability of CPE equipment.

### **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](http://www.ncr.com)) employs approximately 29,300 people worldwide.

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CONTACT: NCR Corporation  
Michael A. Athmer, 937-445-4197  
[michael.athmer@ncr.com](mailto:michael.athmer@ncr.com)

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