NCR

NCR Offers New Cashier Productivity Tools; Solution Improves Customer Service and Inventory Shrinkage

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NEW YORK--(BUSINESS WIRE)--Jan. 12, 2004--NCR Corporation (NYSE:NCR) announced today at the National Retail Federation Annual Convention the availability of the NCR point-of-sale (POS)-based Cashier Management System, a solution that enables retailers to simultaneously boost cashier productivity and reduce inventory shrinkage. The solution also includes human factors engineering and data mining consulting to optimize the design of the solution in a retail setting, as well as Teradata professional services to customize the application.

Retailers have long faced the challenge of improving cashier productivity at the store checkout while increasing customer service. While most POS software contains some performance measurement analytics, the applications have not delivered the improvement in the front-end process retailers now demand.

"Retailers produce reports that measure certain aspects of the front end, but not all of the key metrics. Plus, most of the cashier performance in the past has been measured by observation and subjectivity," said Cindy Auer, senior retail industry consultant, Teradata. "However, retailers using this new solution can experience dramatically improved customer and associate satisfaction, a significant boost in cashier productivity and greater visibility of shrink problems."

The NCR POS-based Cashier Management System and Teradata's POS productivity analytics include the following standard component technologies:

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    --  Teradata data warehouse and associated data loading utilities,
        which provide the basis for all data collection, storage,
        retrieval and analysis.

    --  Teradata Warehouse Miner and Data Mining Lab, which provide
        automatic mining of the data, distilling results down to a
        series of scoring models to support reports, alerts, and
        recommendations.

    --  Front-End Productivity Analysis, delivered by NCR's human
        factors engineering practice, which conducts video analysis
        prior to and after rollout of POS Productivity reports to tune
        up front-end processes, recommend techniques that improve
        productivity and validate that productivity improvements are
        accurately reflected in the reports.

    --  Teradata and NCR Store Performance Consulting, which provide
        consultative services to assist retailers in developing the
        right metrics, business rules, and reports to support the
        practices and procedures to which they want their enterprise
        and stores managed.

    --  Teradata professional services, which provides data modeling,
        ETL and implementation services.
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The Teradata Retail Logical Data Model and POS productivity templates are also typically included in the package and can be implemented on most standard OLAP tools.

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(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 29,300 people worldwide.

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