# Canadian Low-Fare Airline WestJet Chooses Kinetics to Power Self-Service Solutions

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LAKE MARY, Fla. & CALGARY, Alberta--(BUSINESS WIRE)--Nov. 22, 2004--NCR Corporation (NYSE:NCR)

Airline deploys industry-leading Kinetics TouchPort II hardware

at four airports to power new "Check n' Go" program

Canadian low-fare leader WestJet has chosen Kinetics, a subsidiary of NCR Corporation (NYSE:NCR), as its supplier of self-service hardware and software solutions for its new "Check n' Go" passenger check-in program, including both airport-based and Web-based check-in technologies.

WestJet has ordered 29 industry-leading Kinetics TouchPort II self-service units, several of which are now installed and operational at Calgary, Ottawa and Edmonton airports in Canada. The units will be installed in Winnipeg within the next two weeks.

In addition, Kinetics has provided the software necessary for WestJet's Kinetics-powered self-service check-in applications to be available on so-called "common use," or multi-airline self-service kiosks at Montreal, Toronto and Vancouver. Common-use self-service kiosks allow passengers to check in to one of several airlines, all featured on the same self-service kiosk, using a common airline industry technology standard adopted by WestJet.

WestJet's new Check n' Go program allows guests to check in using a credit card, flight number and name, or confirmation number. Seats may be chosen and bags checked and boarding passes and receipts can be printed. Kinetics software technologies power all of these capabilities.

WestJet has also purchased Kinetics' Web check-in software applications, which will provide its customers with the ability to check in on www.WestJet.com and, if they have a printer, to print out boarding passes before arriving at the airport. WestJet plans to deploy their first-ever Web check-in services in the first quarter of 2005.

In addition, Kinetics is providing essential system architecture software - Kinetics Thin Client Services (TCS) - that will help WestJet's new Kinetics-developed self-service software applications run smoothly and seamlessly across its entire spectrum of passenger service environments. Kinetics' TCS is also compliant with international common-use self-service standards.

"Our new Check n' Go program helps eliminate lines and gives our guests a more hassle-free and enjoyable airport experience," said Donald Bell, WestJet's executive vice president of customer service and co-chief operating officer. "Combined with our upcoming Web check-in service, WestJet is streamlining the check-in and boarding process and simultaneously giving control of that process back to the guest."

"We are very pleased to provide WestJet with a set of powerful new tools with which to increase efficiency and provide new levels of customer satisfaction," said David Melnik, president and chief executive officer of Kinetics. "As more than 100 million passengers this year will learn, Kinetics' automated check-in and boarding technologies are an essential, business-critical part of today's North American airline industry. Kinetics is Changing the Way the World Travels(R) by utilizing a time-tested array of self-service travel technologies designed to return simplicity to the check-in process."

In addition to WestJet, seven of the top 10 major U.S. airlines, five of the seven largest U.S. low-fare carriers and one Mexican carrier also utilize Kinetics hardware, software and system architecture to ensure smooth, efficient and hassle-free check-in and boarding services.

About WestJet

WestJet serves the 24 Canadian cities of Victoria, Comox, Vancouver, Abbotsford/Fraser Valley, Prince George, Kelowna, Grande Prairie, Calgary, Edmonton, Fort McMurray, Saskatoon, Regina, Winnipeg, Thunder Bay, Windsor, London, Hamilton, Toronto, Ottawa, Montreal, Moncton, Halifax, Gander and St. John's, and the eight U.S. cities of San Francisco, Los Angeles, Phoenix, Orlando, New York, Fort Lauderdale, Tampa and Palm Springs (beginning January 7, 2005). The airline operates a growing fleet of 53 aircraft featuring 35 new next-generation Boeing 737-700 aircraft. WestJet is publicly traded on the Toronto Stock Exchange under the symbol WJA.

About Kinetics

Kinetics, a subsidiary of NCR Corporation (NYSE:NCR), is a leading provider of enterprise and self-service technologies to today's travel industry and is the architect of the modern airline self-service era. Kinetics, based in Lake Mary, Fla., produces hardware and software solutions, as well as engineering, developmental and preventive maintenance services designed to help businesses capture more revenue, expand distribution channels and enhance customer service. Kinetics technologies support all consumer channels, including kiosks, Web, PDAs, cell phones and phones (natural speech recognition). For more information, go to www.Kineticsusa.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 and help organizations create a stronger competitive position. Based in Dayton, Ohio, NCR (www.ncr.com) employs approximately 28,900 people worldwide.

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CONTACT: Kinetics
        Jim Brown, 407-333-4100 ext. 142
        jim.brown@kineticsusa.com
       or
       WestJet
       Siobhan Vinish, 403-444-2615 (office)
       403-444-2261 (fax)

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