



Deutsche Telekom Subsidiary Vivento Implements Data Warehouse; Vivento Customer Services to Optimize Enterprise Data With Teradata Warehouse Technology

April 25, 2005 at 10:01 AM EDT

DAYTON, Ohio, Apr 25, 2005 (BUSINESS WIRE) -- Vivento Customer Services (VCS) is implementing an enterprise-wide data warehouse solution from Teradata, a division of NCR Corporation (NYSE:NCR), enabling VCS headquarters and 17 locations to access data and to benefit from Teradata(R) analytical applications. With approximately 4,000 employees, the member of Deutsche Telekom Group provides services for external customers as well as for other Telekom companies including T-Com, T-Mobile and T-Online. A new project launched by VCS earlier in 2005 will be in full operating mode by midyear.

Vivento Customer Services was founded in early 2004 as a spin-off of Deutsche Telekom's Vivento Group. To successfully manage its business operations, VCS depends on detailed analysis of the work flow for call-center agents, as well as of inbound and outbound campaigns and fulfillment according to terms of customer-specific service level agreements. Data from nine different source systems are integrated into the Teradata Warehouse for detailed analyses and decision support. Source systems include, for example, different operational call-center systems used to measure performance based on multiple criteria, including availability to external callers and average waiting times. The Teradata Warehouse enables VCS to perform company-wide analyses including, for example, evaluations of productivity, revenues and profitability for each site and campaign. Proven industry experience and proximity to the customer, as well as a high level of flexibility were key to VCS' decision to select Teradata.

About Teradata Division

Teradata (www.teradata.com), a division of NCR Corporation (NYSE:NCR), is the global technology leader in enterprise data warehousing, analytic applications and data warehousing services. Organizations around the world rely on the power of Teradata's award-winning solutions to get a single, integrated view of their business to enhance decision-making, customer relationships and profitability.

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. NCR (www.ncr.com) is based in Dayton, Ohio.

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SOURCE: NCR Corporation

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