



## **Club Med Extends Its Managed Services Contract with NCR; 18,000 Employees Working at 4,000 Positions in 85 Villages, 50 Country Offices and 40 Countries Now Using an NCR Help Desk**

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DAYTON, Ohio--(BUSINESS WIRE)--June 5, 2006--NCR Corporation (NYSE:NCR) announced today that Club Med, one of the worldwide leaders in all-inclusive vacations, has expanded its contract with NCR for the management of its Help Desk, which is now available to all of its sites throughout the world. As a result, all systems-related incidents that arise at Club Med offices or villages are now reported to agents at the NCR Help Desk.

The NCR call center provides Club Med with specialized experts to support the needs of its 18,000 employees, 24 hours a day, seven days a week. If a Club Med employee encounters a systems-related incident, he or she alerts the NCR Help Desk. The NCR Help Desk employee will then aid in diagnosing the problem and take appropriate measures to repair it. Those measures could include remote restoration, on-site assistance from a qualified NCR customer engineer, or a request for a support visit from the relevant competence center.

Club Med first partnered with NCR in 1996. Since then, the tour operator has entrusted NCR with the task of providing help desk and on-site support for its company headquarters, located in Paris. The two other largest Club Med sites, also in France at St. Ouen and Ivry-sur-Seine, contracted for NCR Help Desk and on-site support in 2003 and 2004 respectively. In all, these three sites account for 1,600 Club Med workstations.

"Club Med's business--providing transport, lodging and leisure for clients who come from all over the globe to stay in villages located worldwide--and its high-end strategy demand access to computer tools 24 hours a day, seven days a week," explains Stephane Kersulec, technical director of Club Med's information systems department. "We are now consolidating our help desk with NCR, a company that has stood out since 1996 as a first-rate business partner."

NCR optimizes the services it provides to Club Med through effectual implementation of its Knowledge Driven Services approach. This approach is based on NCR's global data warehouse of service knowledge, which is fed by over 19,000 service actions per day. Using NCR's unique Teradata analytics, this data is systematically evaluated to identify service trends and develop recommendations designed to improve IT performance. In this way, the client receives the benefit of continuous improvements in service level, which are measured in terms of increased system availability, lower breakdown rates and other indicators.

"Club Med has taken a structured approach to its service contracts in order to achieve the greatest level of satisfaction among its employees and customers," said Jean-Marc Goulas, director of the NCR France Services Division. "We are thrilled that Club Med has reaffirmed its confidence in NCR, and we are convinced that it will continue to reap the benefits of this partnership for months and years to come."

### **About Club Med**

Club Med is the worldwide leader in all-inclusive vacations, with 80 Villages in 40 countries and the cruise liner Club Med 2. With its products distributed in over 1,500 travel agencies through its direct and indirect distribution networks, Club Med also markets Jet tours, France's leading tour operator, and Club Med Gym, the benchmark in urban fitness centers.

### **About NCR Corporation**

NCR Corporation (NYSE:NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's Teradata(R) data warehouses, ATMs, retail systems, self-service solutions and IT services provide Relationship Technology(TM) that maximizes the value of customer interactions and helps organizations create a stronger competitive position. Based in Dayton, Ohio, NCR ([www.ncr.com](http://www.ncr.com)) employs approximately 28,400 people worldwide.

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Note to Editors: There should be an accent mark over the first "e" in "Stephane."

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