



## **NCR Secures Contract to Manage HSBC ATM Network in India**

March 22, 2007 at 10:01 AM EDT

NCR's Customized Managed Services Designed to Improve Efficiency

and Ensure Highest Availability of the ATM Channel

MUMBAI, India--(BUSINESS WIRE)--March 22, 2007--NCR Corporation (NYSE:NCR) has signed a contract with Hong Kong and Shanghai Banking Corporation (HSBC) to manage its fleet of off-site automated teller machine (ATM) centers in the Western and Southern regions of India. This area represents the majority of HSBC's ATM network in India.

NCR will provide first- and second-line maintenance, caretaker services, site maintenance, and supply and cash replenishment services. With NCR's customized end-to-end technology for ATM channel management, the bank will see increased ATM channel efficiency and the highest availability.

Nicholas Winsor, director of personal financial services for HSBC India, said, "NCR's domain expertise on ATM technology, the use of sophisticated tools and proven fail-safe processes will help us reinforce the reliability of our ATM channel and ensure better service and availability for our customers. The ATM management services from NCR will enable us to resolve service incidents faster and further strengthen our endeavor to maintain quality customer relations."

John Di Leo, vice president of customer services for NCR's Financial Solutions Division, said, "In rapidly expanding markets such as India, the ability to build and maintain infrastructure while at the same time quickly reaching high levels of availability can be extremely challenging for a bank. Regardless of the country, ATM availability is a key component of improved customer satisfaction. Our Managed Services portfolio maximizes the availability of the self-service channel and helps our customers achieve their objectives of improved channel profitability and customer satisfaction. HSBC joins a long list of leading financial institutions that entrust the operation of their ATM channel to NCR."

The Managed Services contract with HSBC will ensure that the bank does not have to spend time and in-house resources on day-to-day operational management of its ATM network.

### About HSBC

Headquartered in London, HSBC is one of the largest banking and financial services organizations in the world. HSBC's international network comprises over 9,500 offices in 76 countries and territories in Europe, the Asia-Pacific region, the Americas, the Middle East and Africa. With listings on the London, Hong Kong, New York, Paris and Bermuda stock exchanges, shares in HSBC Holdings plc are held by nearly 200,000 shareholders in some 100 countries and territories. The shares are traded on the New York Stock Exchange in the form of American Depositary Receipts. For more information, visit [www.hsbc.com](http://www.hsbc.com).

### 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 28,900 people worldwide.

NCR and Teradata are trademarks or registered trademarks of NCR Corporation in the United States and other countries.

CONTACT: NCR Corporation - United States

Lorraine Russell, 937-445-3784

[lorraine.russell@ncr.com](mailto:lorraine.russell@ncr.com)

or

NCR Corporation - India

Rakesh Aulaya, 9122 - 6695 7500 / 6691 2759

[rakesh.aulaya@ncr.com](mailto:rakesh.aulaya@ncr.com)

SOURCE: NCR Corporation