



## US Airways Enhancing Customer Service with New Self-Service Check-In Kiosks

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ATLANTA, May 30, 2007 (BUSINESS WIRE) -- US Airways has signed agreements with NCR Corporation (NYSE: NCR) to deploy self-service check-in solutions from Kinetics, an NCR subsidiary, at all 107 US Airways locations in the United States and the Caribbean. The initial agreement includes software platform, 600 replacement kiosks, installation services and a three-year maintenance agreement.

"This is all about continuously improving the travel experience for our customers by providing a self-service check-in that offers ease of use and that will now be on a common platform system-wide," said US Airways Senior Vice President and Chief Information Officer Joe Beery. "We have been extremely impressed with the ability of Kinetics to deliver a superior self-service solution, as well as the flexibility and responsiveness of their team."

America West, which merged with US Airways in 2005, had installed Kinetics self-check-in systems in 2002.

"During our recent conversion to a single reservation system, the legacy America West Kinetics kiosks and software performed well," Beery added. "Further, Kinetics helped us recover from the issues we experienced at that time by rapidly deploying their platform and the America West software at critical locations. This solidified our decision to convert entirely to Kinetics."

The replacement of the 600 kiosks will begin in mid-June and continue through September.

"As US Airways clearly recognizes, self-service technology is an essential component of effective customer service and efficient airline check-in operations," said NCR Vice President for Self-Service Solutions Mike Webster. "We can proudly say that, for NCR, self-service is not a sideline. This means our customers - whether in travel, banking, retailing, hospitality, health care, government or other enterprises - benefit from the focus, experience and innovation that NCR brings to their self-service requirements."

Kinetics is the number-one U.S. provider of enterprise and self-service technologies to the travel industry, and has deployed thousands of self-service kiosk devices at over 300 airports worldwide. NCR, a recognized leader in self-service technology for banking, retailing and other industries, acquired Kinetics in 2004.

### About US Airways

US Airways is the fifth largest domestic airline, employing more than 36,000 aviation professionals worldwide. US Airways, US Airways Shuttle and US Airways Express operate approximately 3,800 flights per day and serve more than 230 communities in the United States, Canada, Europe, the Caribbean and Latin America. The new US Airways - the product of a merger between America West and US Airways in September 2005 - is a member of the Star Alliance network, which offers our customers 16,000 daily flights to 855 destinations in 155 countries worldwide. Additional information on US Airways can be found at [www.usairways.com](http://www.usairways.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 29,500 people worldwide.

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SOURCE: NCR Corporation

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