



## Pilot Travel Centers, Largest U.S. Travel Center Operator, Deploys New, Faster POS Solution from NCR to Improve Customer Checkout Experience

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### NCR Workstations Designed to Reduce Cost of Ownership, Optimize High-Speed Business Environment

DULUTH, Ga.--(BUSINESS WIRE)--Sep. 10, 2009-- [Pilot Travel Centers LLC](#), the nation's largest operator of travel centers, selected an advanced point-of-sale (POS) solution from [NCR Corporation](#) (NYSE: NCR) to speed checkout for customers while reducing operational costs.

Pilot has deployed the [NCR RealPOS™ 70XRT](#), the industry's most powerful integrated touchscreen POS workstation, in all 306 travel centers located in 39 states. The solution includes [NCR RealPOS scanners](#) and [NCR RealPOS printers](#).

As part of the total solution, NCR provided staging, installation and project management [services](#) to ensure an efficient rollout with minimal disruption to store operations. NCR also provides technology support services to Pilot under an existing maintenance agreement.

"With the complexities of transactions that occur in travel center operations, we sought a point-of-sale device that was 'retail hardened' to meet the speed demanded by our customers while reducing overall cost of ownership," said Pilot Senior Vice President and Chief Financial Officer Mitch Steenrod. "The NCR RealPOS 70 XRT exceeds those requirements."

Pilot also installed [NCR Retail Systems Manager](#) (RSM) in selected store locations. RSM is a remote monitoring and management software solution with a "help-desk-friendly" interface. The NCR RealPOS 70 XRT is the only workstation in its class that offers Intel® Active Management Technology™ with "out-of-band" remote management capabilities – allowing the help desk to manage the workstation even if the operating system is corrupted or the workstation is turned off.

"Pilot's technology strategy reflects their commitment to customer service and results-oriented approach to business," said Mike Webster, NCR vice president and general manager for Retail and Hospitality Solutions. "NCR POS solutions are purpose-built for retail – with features not found in competing systems – enabling us to readily match Pilot's requirements and earn their business. We're proud that NCR has been a part of the Pilot success story for more than two decades, providing innovative solutions that help transform customer interactions and improve productivity."

In addition to the checkout, NCR POS technology is utilized in Pilot's restaurants and NCR self-service kiosks are available in every Pilot store. One kiosk serves as a Truck Driver Kiosk, enabling drivers to obtain receipts for many of their transactions in the Pilot store without having to wait in line at the checkout. A second kiosk in each Pilot store is dedicated to human resources applications.

### About Pilot Travel Centers

Pilot Travel Centers LLC (PTC) is the nation's largest operator of travel centers and largest seller of over-the-road diesel fuel. It owns and operates 306 travel centers in 39 states coast to coast, offering outstanding value and service at attractive and convenient locations. For more information, visit [www.pilottravelcenters.com](http://www.pilottravelcenters.com).

### About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector organizations in more than 100 countries. NCR ([www.ncr.com](http://www.ncr.com)) is headquartered in Duluth, Georgia.

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Source: NCR Corporation

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