



## **Westpac New Zealand Signs Nine-Year, Multimillion Dollar Technology Deal with NCR**

January 19, 2010 at 11:02 AM EST

**Eighty per cent of ATM fleet replaced with NCR SelfServ to create country's most modern network. NCR Teller Cash Recycler central to community banking strategy.**

AUCKLAND, New Zealand, Jan 19, 2010 (BUSINESS WIRE) -- NCR Corporation (NYSE: NCR) today announced it has signed a multimillion dollar deal with Westpac New Zealand to implement the country's most up-to-date, standards-compliant ATM network and help fulfil the bank's promise of better service in its branches.

By June 2010, more than 400 devices - 80 percent of the bank's network - will be replaced with next generation NCR SelfServ(TM) ATMs, helping the bank reduce costs and improve customer service. In its new community branches, Westpac will deploy the NCR Teller Cash Recycler (TCR) solution, which promotes more face-to-face contact between customers and staff.

As well as ATM and TCR hardware and software, the deal includes on-site maintenance, remote support and helpdesk services for up to nine years in renewable three-year terms. The NCR Managed Services offering will help the bank maximise the performance and availability of the ATM network, ensuring its services are available whenever customers need them.

"Our agreement with NCR means Westpac's customers will enjoy the best ATM experience possible thanks to the very latest technology, some of which has not been seen in New Zealand before," said Anand Ranchord, Westpac New Zealand's business development manager.

"They will experience the fastest ATM transactions, the world's biggest touchscreen interface and be protected by the highest levels of security and standards compliance available anywhere."

The new NCR technology will play a central role in the bank's return to more convenient, community-based banking announced in December last year. Under the initiative, Westpac New Zealand is opening new, smaller branches in a bid to get closer to its customers.

The branches' 24-hour lobbies will feature NCR SelfServ ATMs equipped with "intelligent" deposit functionality and an integrated night safe so that personal and business customers can deposit cash and cheques at a time convenient to them, instead of being restricted to branch opening times.

Inside the new branches, NCR's Teller Cash Recycler solution will enable staff and customers to enjoy more face-to-face contact. TCRs quickly and securely accept, count and dispense cash, allowing branch tellers to focus their attention on the customer, not on the transaction. Up to 40 percent of a teller's time today is spent just counting and re-counting cash. The inherent security of NCR Teller Cash Recyclers means that obstructive barriers between staff and customers can be removed for a friendlier, more open branch environment.

"Our investment in TCRs will enable our branch staff to better engage with customers and give them the help and advice they need," said Ranchord.

Ross Checkley, managing director of NCR in South Pacific, said, "By entering into this landmark, multi-year agreement for NCR hardware, software and services, Westpac New Zealand has clearly demonstrated that it puts its customers first."

"As well as the advanced functionality and the unique 'self-healing' capability built into every NCR SelfServ ATM, our remote servicing capability means that we can be alerted to, and fix, potential ATM problems before they occur. In Westpac's new branches, NCR TCRs will ensure shorter queues and more face-to-face service. As a result of its investment in NCR solutions, Westpac will be able to provide more services to more of its customers more of the time."

As part of the ATM refresh, Westpac New Zealand will move to the NCR APTRA(TM) Edge software platform, enabling the bank to quickly and easily add a host of new transactions in the future, such as bill payment and on-screen interactive promotions to help cross-sell other bank products and services.

In line with its commitment to the environment, the bank has opted for two paper-saving features unique to NCR SelfServ: dual receipt roll capability eliminates receipt paper wastage when rolls are changed, and patented 2ST(TM) double-sided receipt printing can reduce the amount of paper dispensed by up to 45 percent.

NCR Services is responsible for a broad portfolio of managed, hosted, professional and support services for assisted and self-service solutions. NCR is a proven global leader providing managed service support for hundreds of companies around the world. NCR actively manages more than two million points of service devices, including ATMs, kiosks and point of sale, and more than half a million managed points of service. NCR processes over US\$200 billion of hosted transaction volume annually through its Managed Hosting and Software as a Service (SaaS) operations. This is validated by Gartner Group, which recognises NCR as one of the world's top 10 maintenance providers.

### **About Westpac New Zealand**

Westpac traces its heritage in New Zealand back to 1861. Today it is one of the country's largest banks providing a full range of retail and business banking services. The bank operates an extensive network which includes 200 branches and around 500 ATMs. It employs more than 5,200 people, providing banking services to individual New Zealanders as well as to corporate, institutional and public sector clients.

### **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 ([http://cts.businesswire.com/ct/CT?id=smartlink&url=http%3A%2F%2Fwww.ncr.com&esheet=6146826&lan=en\\_US&anchor=www.ncr.com&index=1&md5=2dbea037f7681d4c891c46d180c19844](http://cts.businesswire.com/ct/CT?id=smartlink&url=http%3A%2F%2Fwww.ncr.com&esheet=6146826&lan=en_US&anchor=www.ncr.com&index=1&md5=2dbea037f7681d4c891c46d180c19844)) is headquartered in Duluth, Georgia.

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SOURCE: NCR

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