



## **NCR Grows Services Unit to Power Two Million Points of Service Worldwide**

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### **World's Largest ATM Provider, Largest Self-Checkout Provider, Largest Healthcare Self-Service Provider Also One of Top Services Providers for Banks, Retailers and Other Businesses**

DULUTH, Ga., Jan 26, 2010 (BUSINESS WIRE) -- NCR Corporation (NYSE: NCR), best known as the world's leading ATM provider for 23 consecutive years and the top provider of self-checkout technology for retailers, has vaulted into one of the top services providers for businesses in retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector. At the beginning of 2010, NCR's 13,000 services professionals were helping power more than two million consumer points of service around the world, including ATMs, point of sale, self-check in at healthcare providers and airlines, and other multi-vendor self-service technology.

According to Gartner, NCR was the 10<sup>th</sup> largest hardware services provider in the world in 2009.

Beyond first- and second-line maintenance, NCR now provides a broad portfolio of higher-end managed services on more than 500,000 points of service for businesses worldwide, for services such as remote monitoring and incident management, cash management and software management. NCR processes more than \$200 billion of hosted transaction value annually through its software hosting services, and online banking. These services take place in more than 3,000 separate locations in 110 countries, making NCR the only ATM manufacturer that is providing managed services on six continents.

"Businesses around the world have recognized the value NCR can provide through NCR Managed Services. Our worldwide resources and advanced infrastructure allows us to manage devices and deploy new software often faster and more cost efficiently than a business could do alone. This also allows our customers to focus on what they do best," said Christine Wallace, senior vice president, NCR Services.

For one managed services customer, NCR oversaw the financial institution's nearly 4,000 ATM network. In turn, the financial institution saw the following benefits:

- a 17 percent reduction in costs
- availability increase across the network
- a 22 percent reduction in downtime
- a 48 percent reduction in emergency cash loads

For financial institutions, NCR in 2009 launched NCR APTRA Deposit Gateway, a web-based software-as-a-service (SaaS) solution that enables financial institutions to perform check image processing for envelope-free deposits made at the ATM. APTRA Deposit Gateway enables financial institutions to go-to-market quickly with minimal upfront investment or risk, by relying on NCR's hosted infrastructure. Financial institutions have assurance of the latest imaging technology to serve consumers and meet their needs and expectations, while optimizing their internal operations.

In addition to APTRA Deposit Gateway, NCR provides a total remote check capture service in SaaS format, for deposits occurring in the bank customer's home, mobile device, commercial customer place of business or branch.

### **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://www.ncr.com>) is headquartered in Duluth, Georgia.

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