



NCR Earns Its Highest Ranking to Date in Prestigious Global Outsourcing 100 List

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Breadth and Depth of Global Managed Services Support Capabilities, Domain Expertise Fuels Rise into Top Ten

DULUTH, Ga., May 09, 2011 (BUSINESS WIRE) --

[NCR Corporation](#) (NYSE: NCR) today announced that it has reached its highest ranking to date in the 2011 Global Outsourcing 100^(R) rankings, number 8 overall, as established by the [International Association of Outsourcing Professionals](#)^(R) (IAOP^(R).) IAOP is the global, standard-setting organization and advocate for the outsourcing profession.

The Global Outsourcing 100 is an annual ranking representing the standard of excellence in outsourcing, in which NCR's Managed Services team stands as one of the top outsourcing service providers. NCR demonstrated excellence in evaluation categories such as global presence, customer references, company recognitions and certifications, employee management and executive leadership.

"By pioneering service innovation, investing in employee development and continuously expanding our global footprint we can help our managed services customers lower operating costs and offer an enhanced experience to their respective customers," said Chris Askew, senior vice president of NCR Services. "We are proud to be recognized by the IAOP in this prestigious list, which is indicative of the continuous execution of our strategy and a relentless focus on our customers' needs."

Elements of the Employee Management criteria that helped differentiate NCR included employee training and certification initiatives, such as its Customer Engineer Technical Certification Program. Part of NCR University and based out of NCR's Services Center of Excellence in Peachtree City, Ga. and other locations globally, the program enables NCR's customer engineers to obtain industry-recognized, professional certification of their technical skills in multiple industries. NCR is also a Cisco Global Certified Support partner and a Cisco Advanced Technology Partner in IP Telephony, VPN/Security and wireless.

NCR received additional recognition in 12 honors sub-lists, including: Best 10 Leaders in Number of Centers Worldwide, Best 20 Leaders by Industry Focus in the Financial Services, Retail and Consumer Goods and Information/Comm. Technology Services categories, Best 10 Leaders by Region Served in Southeast Asia and Companies with the Most Service Personnel in U.S.

"The companies on *The Global Outsourcing 100* and *The World's Best Outsourcing Advisors* lists are proven leaders and rising stars. They are the companies you want to partner with to achieve success and better outsourcing outcomes," said IAOP Chairman Michael Corbett, also chair of the judges' panel.

NCR's managed services and outsourcing portfolios include network management, hardware maintenance, incident management and customer care center services. NCR provides technical and consumer help desk services in more than 15 languages around the world and offers 17 managed services operations centers globally.

NCR provides value added services to 19 of the world's top 20 banks, 17 of the top 20 retailers, 7 of the top 10 telecom firms and 5 of the top 6 airlines.

The 2011 Global Outsourcing 100 and *The World's Best Outsourcing Advisors* recognizes the world's best outsourcing service providers and advisors. These rankings are based on applications received and evaluated by an independent judging panel organized by IAOP.

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) is headquartered in Duluth, Georgia.

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SOURCE: NCR Corporation

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