NCR Helps Financial Institutions Keep Their Eyes on the Customer with New APTRA Cash Connect Software

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Enhancements Make It Easier to Integrate with Existing Multi-Vendor Teller Environments

DULUTH, Ga., May 19, 2011 (BUSINESS WIRE) --

NCR Corporation (NYSE: NCR) today announced the rollout of NCR APTRA Cash Connect 6.0, software that helps financial institutions and employees use, monitor and integrate multi-vendor teller automation units such as teller cash recyclers (TCRs). By increasing the ease-of-use of TCRs, financial institutions can help their tellers free up higher quality time with customers, improving their branch experience.

As part of the NCR multi-vendor software strategy to allow financial institutions to select their preferred hardware partner, APTRA Cash Connect 6.0 supports all major teller automation units (TAU) in the market today. More than 700 banks in more than 40 countries around the world run APTRA Cash Connect, making it the most installed TAU software globally.

Notable enhancements in version 6.0 include a Microsoft(TM) SQL Server(TM) Express database that enables consolidated branch-wide data and a wealth of new branch-wide reporting capabilities for all TAU activity. It also features a new Java-based teller interface that can be easily modified and customized to provide the most intuitive experience for the bank teller and include the bank's brand colors and logos.

"When tellers are focused on counting and sorting cash, the customer is treated as if he was a source of distraction, rather than a VIP. APTRA Cash Connect makes using teller assist units easy, and allows them to focus on and listen to their customers," said Michael O'Laughlin, senior vice president, NCR Financial Services. "Beyond customer service, APTRA Cash Connect can help create a highly efficient TAU network in the branch, leading to reduced levels of cash in the branch, a reduction in shrinkage and counterfeit exposure, and elimination of human error."

According to NCR data, financial institutions can cut cash transaction times by an average of 30 seconds for withdrawals and two minutes for deposits by using TCRs and APTRA Cash Connect. With this saved time at each and every transaction, branch staff time can concentrate on higher value activities such as lead generation, cross-selling and up-selling, and improving customer service by reducing the amount of time spent in line.

APTRA Cash Connect complements TCR Assistant for APTRA Vision software. It provides standards-based remote management capabilities linking with NCR's industry leading management systems APTRA Vision and Gasper Vantage. TCR Assistant provides automated tracking of incidents, with built-in reports and metrics to enable a central view of the health of all branch devices in the network. TCR Assistant can be integrated with 3rd party management tools. It provides automated tracking of incidents.

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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