



NCR Brings 'Big Bank' ATM Availability to Mid-Sized and Community Financial Institutions

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NCR Services provides financial institutions an affordable way to improve availability while reducing operational costs by offering a comprehensive managed services solution

DULUTH, Ga., Aug 16, 2011 (BUSINESS WIRE) --

[NCR Corporation](#) (NYSE: NCR) today unveiled Total ATM Services, a new managed services bundle for mid-sized and community banks and credit unions. Total ATM Services is an affordable way to improve availability and security of the ATM environment while reducing operational costs.

[NCR Total ATM Services](#) provides a single point of accountability for ATM network availability. NCR supports the network from both an operational and a management perspective by supplying a suite of services that constantly monitors the network, proactively fixing issues before outages occur and protecting the ATM environment from unwanted threats. As part of these services, NCR provides customers with complete visibility into the status of ATMs in the network and service activities being performed by NCR.

"ATMs provide an effective means for extending a financial institution's services, its reach and its brand. But it is critical for a bank or credit union to maximize its investment in its ATM channel through optimum availability, improved security and efficient operations," said Michael O'Laughlin, senior vice president, NCR Financial Services. "We've included the services essential to improving operations, security and uptime in a single bundle and priced it affordably so that financial institutions of all sizes can take advantage of NCR's deep experience in ATM services."

With NCR managing the day-to-day technical operations of the ATM channel, customers can focus on core business imperatives of driving revenue, improving profitability and enhancing customer satisfaction. As an added benefit, customers will be able to leverage a service that is scalable to meet core business demands as they evolve over time.

The Total ATM Services bundle includes Incident Management, which provides advanced analytics for ATM monitoring and can provide double-digit cost reduction through more informed decision making; Predictive Services, which anticipates issues before they happen and proactively schedules fixes to maximize uptime; and NCR's newest offering, the End-Point Security Services suite, which ensures that critical software patches are deployed to ATMs and provides day-zero protection against all known and unknown malware by preventing unauthorized code updates and execution.

NCR provides managed services for more than 65,000 ATMs worldwide, and is one of the top 10 global outsourcing services providers, according to the International Association of Outsourcing Professionals (IAOP).

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

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, public sector, telecom carrier and equipment organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

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