



NCR and INETCO Forge Complementary Software Relationship for Holistic ATM and Transaction Monitoring

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Exclusive relationship combines the power of APTRA Vision and INETCO Insight, giving financial institutions a 360 degree view of individual ATMs and their complete network

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BAI Retail Delivery Conference - NCR Corporation (NYSE: NCR), the worldwide leader in ATMs and multivendor ATM software, and INETCO(R) Systems Ltd., a leading provider of business transaction management (BTM) solutions, have signed an exclusive software relationship that combines the ATM-level monitoring and analysis power of NCR APTRA Vision with the holistic transaction monitoring capabilities of INETCO Insight(R).

As part of the agreement, NCR will begin reselling INETCO Insight through license resale or managed service. NCR also will provide a range of consulting services related to INETCO's solution.

INETCO Insight complements APTRA Vision - as well as NCR's legacy monitoring solution, Gasper Vantage - by combining transaction profiling, application performance analytics and end-user experience monitoring to quickly isolate the root cause of transaction performance issues. INETCO Insight provides a holistic view into high volumes of in-flight transactions as they traverse complex ATM network infrastructures involving web-based services, virtual, cloud and multi-vendor ATMS and payment applications. Meanwhile, APTRA Vision correlates data from individual ATMs and other self-service devices such as kiosks into one easily accessible web interface. APTRA Vision gives management throughout a financial institution the ability to analyze the health and performance of individual ATMs. Together, APTRA Vision and INETCO Insight help management make informed decisions and set strategic planning goals to increase service availability, enhance the customer experience and improve performance.

"As financial institutions increasingly turn to their self-service networks in order to improve customer service, manageability of that network becomes paramount," said Michael O'Laughlin, senior vice president, NCR Financial Services. "Thanks to this new, exclusive relationship between software leaders NCR and INETCO, financial institutions now have unparalleled access to data, actionable management insight and control - no matter how complex and busy their network."

"This exclusive partnership with NCR is a significant step forward for INETCO and validation of INETCO Insight's unique value and cross-market appeal," said Bijan Sanii, CEO, INETCO. "NCR delivers a level of service and market coverage befitting of a global leader, and we look forward to delivering mission critical transaction intelligence to NCR's global customer base."

With INETCO Insight and APTRA Vision, ATM and problems affecting transaction performance can be isolated faster, with greater operational efficiency, thanks to real-time transaction alerts that include granular intelligence that would have previously taken many hours to obtain. This transaction level data can be automatically incorporated into APTRA Vision or Gasper Vantage, as well as other IT service platforms if a financial institution does not rely on an NCR monitoring solution.

By extending INETCO Insight into APTRA Vision, financial institutions can simultaneously monitor transactions originating from a variety of point-of-payment applications (such as dial-up ATMs, IP-based ATMs and third party gateways), and also profile the response times and inter-communications of every application service, fraud system, payment switch, EFT network, and third-party host connection that a transaction touches.

About INETCO

INETCO Systems Limited provides business transaction management software and communications gateway products for monitoring transactions and optimizing application performance within card processing and other complex transaction environments. INETCO Insight is a light-weight solution that helps C-level executives and IT operations improve customer service reliability and operational efficiency by capturing the granular transaction intelligence and real-time performance metrics needed to speed up the isolation of issues impacting transaction performance. INETCO solutions are currently deployed by a number of fortune 500 technology companies, independent ATM deployers, payment processors, banks and telecommunications companies, in over 50 different countries. For more information, go to: <http://www.inetco.com>.

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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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