



NCR Reaches its Highest Ranking to Date on Global Outsourcing 100 List

July 10, 2012 at 11:32 AM EDT

Global reach and service delivery innovation propel rise among global outsourcing and managed services providers

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 10, 2012-- [NCR Corporation](#) (NYSE: NCR) today announced that it has reached its highest ranking to date in the 2012 Global Outsourcing 100[®] rankings, rising two places to number six overall, as established by the [International Association of Outsourcing Professionals](#)[®] (IAOP[®]). 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 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 and executive leadership.

"NCR's performance in this prestigious list is a powerful validation of our transformational journey to a services-led, software-driven, hardware-enabled solution provider," said NCR Executive Vice President and Chief Quality Officer Peter Dorsman. "This, coupled with service delivery innovations like the industry-first NCR Predictive Services, helps us create exceptional value for our customers with next-generation productivity gains and a superior consumer experience. NCR is honored to be ranked among the world's elite outsourcing providers for the fifth consecutive year."

Unlike other offerings that proactively monitor for business disruptions and then react, NCR Predictive Services is the first managed service that will predict failures on these terminals before they happen and dispatch technicians before consumers are impacted.

NCR received additional recognition in 12 honors sub-lists, including: Best Leaders in No. of Centers Worldwide; Companies with Most Company Presence; Best 10 Leaders – Services; Best 20 Leaders - Financial Services (Banking, Markets); Best 20 Leaders - Retail and Consumer Goods; Best 20 Leaders - Industry-Specific Services; Best 20 Leaders - Information/Comm. Technology Services; Best 20 Leaders -Transaction Processing Services; Best 10 Leaders in Southeast Asia; Best 20 Leaders in US; Best 20 Leaders in Western Europe; Best Companies with Employees in US.

As one of the world's leading providers of support and managed services, NCR performs 11 million service actions per year and maintains more than 2 million points of service worldwide.

"We have seen tremendous growth, maturity and expansion of services among outsourcing service providers as we publish this 7th annual list of "best of the best" globally," said IAOP Managing Director of Thought Leadership, Jag Dalal, COP. "Judges were impressed with the depth of provider and advisor's relationships with their clients as shown through the references provided. Clearly, their clients appreciate the value they receive from their engagements. Intense competitiveness of the outsourcing world is also evident and shows continuing maturity and growth of the industry."

NCR's managed services and outsourcing portfolios include network management, hardware and software maintenance, incident management, software distribution and integrity management and customer care center services. NCR provides technical and consumer help desk services in multiple languages around the world and offers 16 Services Centers of Excellence globally. NCR provides value added services to 19 of the world's top 20 banks, 7 of the top 10 retailers, 8 of the top 10 telecom firms and 3 of the top 5 airlines.

The 2012 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, hospitality, gaming, public sector, and telecom carrier and equipment 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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