



NCR Introduces Cloud-based Managed IT Domain Service for Telecom Carriers and Technology Manufacturers

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Innovative multi-vendor service enables remote monitoring and management of customers' IT domains

DULUTH, Ga.--(BUSINESS WIRE)--Nov. 6, 2012-- [NCR Corporation](#) (NYSE: NCR) today launched [Managed IT Domain Services](#), an innovative managed service for telecommunications carriers and technology manufacturers (OEMs), which enables support for remote monitoring and management of enterprise customers' IT domains, through cloud-based IT infrastructures.

The total service supports applications, cloud, network/WAN, security, server, storage and virtualization. More than 3,000 products from many leading networking and IT vendors can be managed. Components include a network operations center, which will monitor, identify and resolve IT infrastructure irregularities, a service desk for end-to-end incident management and a self-service portal for customers to track the real-time status of their managed environment and view key performance indicators and other metrics.

"Many CIOs today are transitioning business functions into the cloud to realize cost-savings, increase productivity and reinvent business agility," said Nadine Routhier, vice president, NCR Telecommunications and Technology. "We're creating exceptional value for telecom and OEM's companies by enabling them to quickly and cost-effectively scale to meet growing demand for cloud-based services, without making extensive capital investments."

Sophisticated configuration management and analytics tools are also included in the service to maximize network availability and reduce on-site support costs, including remote restoration and updates to managed devices. NCR research shows that 98 percent of availability issues identified through the service can be resolved remotely, and resolution time can be reduced by up to 60 percent versus traditional on-site support. Network operational data is also continuously analyzed in order to provide proactive recommendations to further enhance availability and up-time, which is critical to the success of enterprise cloud computing initiatives.

NCR Corporation uses EMC information infrastructure technologies including [EMC Data Center Management](#) software—as-a-platform architecture behind its service. NCR selected EMC based on its strong presence across multiple industries and deep base of industry partners.

"EMC is pleased to have been chosen by NCR to provide the platform behind its managed IT Services offering. As part of its platform, NCR is using [EMC Smarts](#) software, which is providing management of both the physical and virtual environment across NCR's infrastructure. We are looking forward to working with NCR to help make this new service a great success," said Ken MacDonald, Senior Director, Advanced Storage Division at EMC.

[NCR Telecom & Technology](#) (T&T) delivers on-site and consulting services to over 60 global telecom and OEM companies. It works with these companies as a service partner, helping them cost-effectively build out their multi-vendor network infrastructure and bring reliable and scalable business services to market faster, reduce operating costs and maximize the availability of mission-critical business applications for their customers.

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

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