



Buc-ee's Operates Some of the Largest Convenience Stores in the World and is Big on NCR Software Too

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Because big and slow do not go together in convenience retailing, Buc-ee's turned to NCR for increasing customer service levels across their operations

DULUTH, Ga.--(BUSINESS WIRE)--May 14, 2014-- [NCR Corporation](#), the global leader in consumer transaction technologies, announced today that Texas-based [Buc-ee's](#), operator of some of the largest convenience stores in the world, is using a complete software, hardware and services solution from NCR. The NCR solution is helping to streamline operations as well as increase speed and reliability at the point of sale.

Buc-ee's operates 29 convenience centers throughout Texas. The largest, located in New Braunfels, Texas, has up to 60,000 square feet of retail space that includes 120 fueling positions, 30 point-of-sale (POS) locations and 13 food ordering kiosks where customers can shop for made-to-order food themselves.

"Our goal is to not make the customer wait on us," said Don Wasek, co-owner at Buc-ee's. "What we have seen here by installing the NCR software solution is a dramatic improvement both inside, at the POS systems and outside at the island card readers. It's a marked improvement over other transaction systems I've seen – especially with credit card processing, it's blisteringly fast."

Prior to working with NCR, Buc-ee's was experiencing system issues impacting their customer's experience including uptime problems. The retailer's legacy technology was unable to keep up with the volume causing operational challenges and unexpected financial expenses.

Buc-ee's initially challenged NCR to pilot its NCR Radiant Point-of-Sale (NCR RPOS) technology, fuel controller, and services capabilities in one of Buc-ee's smaller footprint locations to prove their effectiveness within the retailer's business model. Buc-ee's quickly learned NCR's RPOS solution could easily handle the volume at its stores at all times. Given the success with 64 fueling positions, Buc-ee's has recently added a second fuel island doubling the site's capacity.

"Buc-ee's has such a great reputation for offering the cleanest facilities, a tremendous shopping selection of both food and merchandise, and now the ability to serve their customers better than ever," said Eric Stecker, vice president and general manager of Petroleum and Convenience Segment (PCR), NCR Retail. "By having retail, made-to-order food and a tremendous fuel business in one site, it does create some unique challenges. But that complex environment is perfect for showing the full value of our complete software, hardware and services offering."

In addition to providing hardware support services, NCR will also remotely monitor and troubleshoot locations, including remotely upgrading software when needed. This will further reduce Buc-ee's total cost of ownership and increase availability.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

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