



San Antonio Federal Credit Union Transforms Branch with Software-Based NCR Technology

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Dynamic Touch-Screen and Custom Pressure Pad Solution Modernizes and Speeds Non-Cash Branch Transactions

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 28, 2014-- NCR Corporation (NYSE:NCR), the global leader in consumer transaction technologies, is piloting a dynamic branch transformation solution with San Antonio Federal Credit Union (SACU) to modernize and automate non-cash branch transactions.



Designed to run on the NCR SelfServ 85, a stylish, slimline kiosk with multi-touch capabilities, the new SACU branch technology will give members a fast, convenient self-service alternative to perform account transfers, make payments and perform account updates while in a branch. (Photo: Business Wire)

The solution is being piloted in three branches of the San Antonio, Tex.-headquartered financial cooperative and is based on the NCR Netkey software platform. Designed to run on the NCR SelfServ 85, a stylish, slimline kiosk with multi-touch capabilities, the SACU solution will give members a fast, convenient self-service alternative to perform account transfers, make payments and perform account updates while in a branch. The SACU solution integrates directly with the Symitar core, providing substantial transaction cost savings to credit unions such as SACU.

"We are dedicated to providing our members with the best customer experience possible, and technology helps us deliver on our promise," said Adele Glenn, Technology Solutions Architect, SACU. "Through the new touchscreen experience designed by NCR, our members will have fast, convenient access to their banking needs while visiting our branch and in the future, at remote, off-premise locations. By using self-service for basic transactions, we are able to free up our associates to concentrate on providing deeper customer interactions."

The SACU solution allows credit union members to access their accounts by either providing their online banking credentials or by swiping a SACU card and providing their online banking password. After authentication, members can then perform a variety of transactions, including viewing their accounts or account history, transferring funds from one account to another, making a payment, updating account information and viewing current rates on loans and mortgages. The solution also enables SACU to display marketing messages to its members, allowing for increased cross-selling and revenue generation opportunities.

"The branch remains a vital component to a credit union's retail strategy. Through NCR software, hardware and professional services design, we can transform member experiences to create a modern and pleasant interaction with the financial institution," said Ruth Fornell, vice president and general manager of Software and Professional Services, NCR Financial Services.

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.

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About SACU

Chartered in 1935, SACU is a \$2.8 billion credit union serving 250,000 members in 43 states across the U.S. Headquartered in San Antonio, the not-for-profit, member-owned financial cooperative offers competitive products and services from 16 locations in San Antonio, one in Houston and nationally through its manufactured home lending division, CU Factory Built Lending. To learn more, visit sacu.com.

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Source: NCR Corporation

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