



Nationwide Uses NCR Software to Provide Exceptional Customer Experience Across Digital and Physical Channels

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NCR Activate and NCR Connections enable banking services that are aligned to Nationwide's digital and branch strategy

LONDON--(BUSINESS WIRE)--Jun. 16, 2015-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that [Nationwide Building Society](#) has chosen NCR multi-channel software solutions that will enable it to rapidly deploy personalized banking and other services across digital and physical channels. This will provide an improved, convenient and consistent banking experience for Nationwide customers, and the ability to carry out non-cash transactions. NCR software solutions will be rolled out across Nationwide's U.K. branch network.

The deployment of [NCR Connections](#) and [NCR Activate](#) will reduce total cost of ownership for Nationwide by decreasing the building society's dependence on legacy systems and streamlining duplicated processes. The NCR software solutions will also reduce the time and cost to market for new banking services as they are delivered across all channels, and enable Nationwide to provide more value to customers via its self-service solutions by leveraging existing web services via ATM and other self-service solutions.

Lastly, the new deployment will provide the flexibility for Nationwide to adopt new and emerging technologies across multiple channels in the future.

"Our customer experience must be at the heart of our decision making ensuring that the services we develop are in line with what Nationwide customers are asking for," said Jenny Groves, Divisional Director Branch and Workplace Transformation at Nationwide. "Innovative, flexible software platforms are able to support this approach, so we are keen to see NCR's software strategy and products deployed and working, and realize the benefits to both our customer experience and our business."

When combined with NCR Connections, NCR Activate delivers a powerful, flexible and agile ATM solution. Activate's flexibility and ability to choose when to interact with the payment switch and when to interact elsewhere for non-cash transaction and services allows Connections to integrate without compromise into the ATM and other self-service physical channels. It is also a highly scalable solution. By allowing a direct ATM-to-payment switch relationship for cash transactions the Activate and Connections combination is able to cope with high transaction volumes, thereby overcoming the weaknesses of comparable systems.

"Nationwide understands that to improve customer experience, increase loyalty and drive profit it must invest in software that truly integrates its digital and physical banking channels," said Rachel Nash, Director Financial Services at NCR U.K. "The powerful and flexible combination of NCR Activate and NCR Connections connects the ATM channel to all other consumer facing channels. It is the ideal solution for efficiently and rapidly delivering new transactions and services that transform banking experiences across both digital and physical channels."

Flexible application technology

NCR Activate is a programmable multi-vendor ATM application software. Unlike traditional host-driven ATM application software, NCR Activate is able to separate host dependent cash transactions from business services that deliver a wide selection of non-cash transactions.

Simplicity and connectivity

NCR Connections takes this several steps further, as it is able to centralize links to the supporting processing systems that are demanded by a range of non-cash transactions and services. In addition Connections can scale beyond the ATM channel and allow the same transactions and services to be delivered through any consumer facing channels, such as kiosks. It contains the tools and delivery systems to allow the creation and highly targeted, personalized delivery of transactions and services across any consumer facing channel.

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 550 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 over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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