



NCR Simplifies Operations for Community Financial Institutions with Turn-Key Managed Services

July 17, 2017 at 8:00 AM EDT

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 17, 2017-- [NCR Corporation](#) (NYSE:NCR), a global leader in omni-channel solutions, today announced that it has launched new, simplified Managed Services for Community Financial Institutions (CFIs) in the U.S. These new offers take the guesswork out of monitoring, maintaining, securing and managing ATMs and driving outcomes and insights for CFIs while lowering costs.

"The challenge that CFIs face is how to deliver world-class customer service at the lowest possible cost," said Chris King, VP of Financial Sales, North America, NCR. "Driving profitability requires banks to consistently manage every element of the self-service channel. NCR's new managed offers help CFIs stretch their available resources to provide the best possible experience with their ATM network."

"Finding and hiring new staff with the right skill set to manage our large fleet of ATM's and distributing software updates at that scale can be both challenging and expensive," says Patty Melvin, AVP of eBanking at City National Bank, Charleston, W. Va. "By engaging NCR Managed Services, we reduce costs from taking these operations in-house, while leveraging the best talent and resources available."

To deliver a strong return on investment and increase their member experience, banks must balance availability, transaction and interaction security, customer usage, and total cost of ownership across the ATM self-serve channel. NCR's Managed Services enable CFIs to deliver world-class availability and minimize failed customer interaction (FCI), ensure enhanced regulatory compliance while reducing security risk profile and reduce the cost of cash by monitoring and managing cash at ATMs.

As the world leader in delivering services to financial, retail and hospitality customers, NCR has over 20,000 service professionals (including 13,000 Customer Engineers), with a presence in 180 countries. We resolve 3 million service requests remotely each year, avoiding the need for on-site service dispatch. We also service 2.5 million non-NCR devices from 300 vendors.

About NCR Corporation

NCR Corporation (NYSE:NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 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, Ga., 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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Source: NCR Corporation

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