



Mashreq Bank to Deploy NCR Tablet and Video Banking Technology

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The bank is United Arab Emirates' first financial institution to implement NCR Interactive Teller, Banker solutions to better engage customers

DUBAI, United Arab Emirates--(BUSINESS WIRE)--Sep. 5, 2017-- [NCR Corporation](#) (NYSE:NCR), a global leader in omni-channel solutions today announced that [Mashreq Bank](#), one of the largest banks in the UAE, will revamp its banking services in the country with a host of innovative technologies from NCR over the next six months. Mashreq Bank will be the first in the region to deploy NCR's tablet-based Interactive Banker, targeted to help financial institutions to transform their branches by converting branch tellers into financial advisors. Aided by this innovative solution, tellers can come out from behind their counters to help customer's complete transactions faster.

"Ensuring uninterrupted availability of our services and delivering exceptional banking experience to customers at the time and channel of their choice remains a key strategy for us," said Sandeep Chauhan, Head of Operations and Technology, Mashreq Bank. "The efficiency and secure transactions led by centralization of tellers coupled with the integration of NCR Interactive Services allows us to transform our customer interaction model."

The Interactive Banker allows Mashreq Bank's universal agent to monitor the customers' transactions on its latest ATMs rolled-out in its modern branches. The technology helps the bank turn smart data into great customer service by using real-time customer information so the best assisted service is offered to the customer when needed. With a dashboard view, banks can allocate multiple advisors to multiple devices to achieve maximum efficiency, better serve their customers and make efficient use of staff time to focus on customer service and cross-selling.

Mashreq Bank will also deploy NCR's software-based Interactive Teller technology that allows a live teller to take remote control of an ATM to assist customers to do all transactions typically completed by tellers inside a branch. Interactive Teller lets financial institutions offer access to teller services during non-traditional banking hours and build new small-footprint branches to provide full teller services in areas not served by branches. Mashreq's customers can execute a host of branch banking transactions such as intelligent cash and cheque deposit, bill pay, new account opening and loan initiation using this machine.

"Consumer demand for digital access has highlighted the inefficiencies of current infrastructure and accelerated demand for a robust omni-channel customer interaction model that makes banking services available at all times and across platforms," said Wael El Aawar, vice president, NCR Financial Services for Middle East and Africa. "Mashreq Bank understands the value of being accessible and available to customers when and where they require. Our innovative omni-channel technologies allow the bank to extend their digital brand footprint and physical reach to engage more customers, sell new services and increase revenue."

NCR will also add its self-service financial kiosk at these modern branches allowing Mashreq customers to conveniently execute teller transactions on-their-own. Customers will now be able to perform a host of transactions without teller support such as Address Update, Instant statements of all accounts, blocking or replacing cards, registering for online banking services, Emirates ID registration, and bill payments, amongst other transactions.

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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