



UK's TSB Bank Signs Five-Year Services Contract with NCR

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NCR to service the TSB Bank's 900+ ATMs and IDMs and provide service desk support for its employees across its branch network

LONDON--(BUSINESS WIRE)--Oct. 11, 2017-- [NCR Corporation](#) (NYSE: NCR), a global leader in omni-channel solutions, will provide managed services for the ATM network of UK challenger bank, TSB, comprising ATMs from NCR and other vendors. The contract covers remote ATM Monitoring, Incident Management and Help Desk support for TSB's branch partners, and Second Line Maintenance 24 x 7 to ensure high availability of the bank's self-service channel. NCR manages the service performance and provides reporting and deep dive analytics on all incidents and service calls for a continuous improvement of the service delivery.

TSB was built to bring more competition to UK banking and ultimately make banking better for all UK consumers. As part of TSB's move from its current platform, which it rents from Lloyds Banking Group, the bank was looking to renew its services contract. During a visit to NCR's Services Operation Center in Belgrade, Serbia, TSB was impressed with the skills of the team, their energy, the language capabilities and dedication as well as high service-level results. Combined with NCR's services team in the UK, NCR convinced TSB Bank that NCR was the right partner to help them in their transformation process.

"TSB's high-tech transformation is gathering pace. Our move to the new system will make us more responsive, agile and innovative, which will accelerate our mission to make banking better for all UK customers," explained Mike Corran, TSB Procurement and Property Director. "As we prepare for the transition to this new banking platform, it's important to us that we continue to deliver excellent service to our customers. With NCR as our partner, we are confident that we will be providing the best possible service to TSB partners and customers."

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. NCR resolves 3 million service requests remotely each year, avoiding the need for on-site service dispatch.

"Banks have to consistently manage every aspect of the self-service channel to drive customer satisfaction," explained Mark Vigoroso, Vice President, Product Management & Technology, NCR Services. "NCR's managed services help financial institutions make the best use of their available resources to provide high availability of their ATM network and deliver a consistent customer experience. NCR has invested significantly in its services team and capabilities that are now paying off with improved processes, real-time status information, as well as intelligence and learnings from servicing more than 2.5 million devices from over 300 vendors. This is the knowledge that our services customers can tap into to provide value to their customers."

About TSB Bank

TSB was built to bring more competition to UK banking and ultimately make banking better for all UK consumers. TSB only serves local customers and local businesses, to help fuel local economies, because communities thriving across Britain is a good thing for all of us.

We have a simple, straightforward and transparent banking model and make clear on our website how we operate and make money. We offer the products and services people tell us they want, with none of the funny stuff people normally associate with traditional banks.

Our five million customers appear to notice: TSB is Britain's most recommended high street bank and was recently identified as one of the top 10 big companies to work for.

For further information about TSB Bank plc, please visit our website www.tsb.co.uk.

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. NCR encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

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