



Euro Automatic Cash Boosts the Availability of its ATM Network in Spain with NCR Services

December 14, 2017 at 8:00 AM EST

NCR's advanced monitoring service delivers significant improvements in availability and customer satisfaction

MADRID & DULUTH, Ga.--(BUSINESS WIRE)--Dec. 14, 2017-- [Euro Automatic Cash](#), provider of ATM services in branch as well as third party locations, which was acquired by Banco Santander earlier this year, has started using the new NCR Advanced Monitoring Service offering of [NCR Corporation](#), the global leader in omni-channel technologies, delivered by NCR Spain to improve the overall availability of its ATM network.

Based on the continuous collection and evaluation of the health data of an ATM network, this tailored NCR service bundle provides a powerful tool to reduce downtime and increase consumer satisfaction. "We have been working on this new service for some months now and the first results are very promising," said José Rincón, Managing Director of Euro Automatic Cash.

A variety of factors impact the health of an ATM network. Taking everything into account and identifying the impact that even small changes can have on the state of an ATM network requires a lot of experience. To help banks with this task, NCR's specialized ATM network management team, is taking care of the complete life cycle of an incident thanks to customized NCR tools and advanced business rules. This enables the team to dispatch the incident to the right resolution group at the first attempt and provide them with active support until its total resolution.

Just two months after NCR started providing the network management and monitoring service for Euro Automatic Cash, the network availability improved more than 3.5 percent. The performance improvement has been even more significant in third party ATM locations where downtime was reduced by staggering 9 percent. This availability improvement has resulted in an increase in transaction volumes improving network profitability.

"NCR innovation and experience enabled Euro Automatic Cash to reach a higher level in their ATM Network Management," explained Carlos García Reig, General Director of Financial Services at NCR Spain. "ATMs are the most prominent interface between a financial institution and their customers. It is vital that they reflect their brand and support their brand promises."

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.

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 the financial, retail, hospitality, travel, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier. NCR is headquartered in Duluth, Ga., with about 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 website which is updated regularly with financial and other important information about NCR.

Web site: www.ncr.com

Twitter: [@NCRCorporation](https://twitter.com/NCRCorporation)

Facebook: www.facebook.com/ncrcorp

LinkedIn: www.linkedin.com/company/ncr-corporation

YouTube: www.youtube.com/user/ncrcorporation

View source version on businesswire.com: <http://www.businesswire.com/news/home/20171214005236/en/>

Source: NCR Corporation

NCR Public Relations

Ortrud Wenzel, +49 821 405 8191

ortrud.wenzel@ncr.com