



Arizona's Tucson Federal Credit Union Drives Transformed Branch Experience with NCR's Interactive ATM Software

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DULUTH, Ga.--(BUSINESS WIRE)--Dec. 18, 2017-- [NCR Corporation](#) (NYSE: NCR), a global leader in omni-channel solutions, today announced that [Tucson FCU](#) has kicked off a project to transform the drive-thru experience at multiple branch locations in Arizona. By implementing NCR's [Interactive Teller](#) software, Tucson FCU introduces an easier way to bank face-to-face with a live teller from the comfort of members' cars.

As Tucson FCU tracked the volume of drive-thru transactions at their branches – especially when temperatures in Arizona's warm climate peak – it became clear that they needed a solution that could add efficiency and cut down lobby wait times without sacrificing member engagement. That is when they selected NCR's technology through channel partner [Cook Security Group](#).

"We are committed to ensuring our members can take advantage of the latest in banking technology that makes their lives easier," said Krystal Adams, Vice President of Member Experience, Tucson FCU. "In our minds, teaming with NCR and Cook Security Group was the best option to accomplish our mission to not only future-proof our branch locations but to deliver a superior experience."

Tucson FCU joins a network of more than 400 financial institutions (FIs) across the globe that are leveraging NCR's Interactive Teller to reduce back office costs, improve service and better cater to users' expectations of the overall ATM experience. NCR estimates that more than 90% of all branch transactions can be completed using this technology.

"It's been a banner year for Interactive Teller as we've seen our financial institution customers take a big step forward in the adoption of new branch technology," said Joe Gallagher, Solution VP & GM, NCR Corporation. "We're excited Tucson FCU's innovation strategy of leading by example fits so well with our vision to transform how users interact with their financial institutions."

Interactive Teller-enabled machines let FIs offer access to teller services during non-traditional banking hours, build new small-footprint branches, and provide full teller services in areas not served by branches. Users can take advantage of the advanced features of NCR ATMs such as intelligent deposit, bill pay and new account and loan initiation.

Tucson FCU began rolling out Interactive Teller-enabled ATMs in October 2017 and plans to add additional locations in January.

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.

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NCR Public Relations
Aaron Gould, 212-589-8556
Aaron.Gould@ncr.com