



NCR Brings Internet Speed to Customer Service

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DAYTON, Ohio, Sept. 20 /PRNewswire/ -- To answer the need for convenient and personalized customer service, NCR Corporation's (NYSE: NCR) Worldwide Customer Services Division has introduced NCR @ Your Service(TM), which allows companies to conduct business with NCR over the Internet.

NCR @ Your Service is a web-based portal that provides direct, online access to NCR's worldwide services infrastructure. The portal, powered by an NCR Teradata(R) Warehouse, provides a continual lifeline for the maintenance and service of IT equipment provided by NCR.

Customers gain superior control in managing all aspects of IT asset maintenance. What once took a phone call now takes a simple click of the mouse, improving operational efficiency.

Demand for web-enabled support capabilities is growing. According to Eric Rocco, vice president of Infrastructure Support Services at Gartner Dataquest, the web is becoming the primary means of user support.

"To help maintain our position as a leading provider of IT services, we have responded to this trend with NCR @ Your Service. We've made it easier for our customers to do business with us," explained Bill Eisenman, senior vice president of NCR's Worldwide Customer Services division. "We want our customers to be empowered and get their answers through the most convenient channel."

Customers access their account by entering a unique login and password, assuring customer privacy and security in all NCR @ Your Service transactions. Once online, customers choose from a range of service features including access to:

- Support Link(TM) -- NCR's online self-help system -- with a comprehensive knowledge repository of technical information and specialized expertise
- Study support service invoices, balances and contracts
- Access technical publications and education materials
- Learn more about NCR services

Since its recent launch, more than 50 companies are now using NCR @ Your Service, and it is available to all NCR service customers.

For a complete demonstration or to register, visit <http://www.ncr.com/ncratyourservice> .

About NCR Corporation

NCR Corporation (NYSE: NCR) is a US\$6.2 billion leader in providing Relationship Technology(TM) solutions to customers worldwide in the retail, financial, communications, manufacturing, travel and transportation, and insurance markets. NCR's Relationship Technology solutions include privacy-enabled Teradata(R) warehouses and customer relationship management (CRM) applications, store automation and automated teller machines (ATMs). The company's business solutions are built on the foundation of its long- established industry knowledge and consulting expertise, value-adding software, global customer support services, a complete line of consumable and media products, and leading edge hardware technology. NCR employs 32,500 in 130 countries, and is a component stock of the Standard & Poor's 500 Index. More information about NCR and its solutions may be found at www.ncr.com .

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