



New NCR Service Monitors Kiosks Worldwide

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DAYTON, Ohio, Dec. 11 /PRNewswire/ -- NCR Corporation (NYSE: NCR) today announced the launch of a remote monitoring service for interactive kiosk management. The new RemoteVision(R) service offers maximum kiosk uptime and availability, which is crucial for companies extending their reach into areas such as airports, hotels, shopping malls, and convenience stores that are far from their own facilities and in which they have no employees themselves.

Interactive kiosks provide businesses with improved customer service and self-service access. One such application is an in-store gift registry kiosk. Using a touchscreen, shoppers simply type in the name of the person registered in the store's bridal registry, for example, to view a list of selected gifts, buy one and have it shipped. Kiosks can also be linked to multiple content databases to allow for product purchase and delivery.

The interactive kiosk market will grow at 24 percent per year through 2006, according to the research firm Frost & Sullivan. They estimate there are approximately 100,000 kiosks in place today for a broad range of applications in the retail, banking and finance, telecommunications, government, and travel and transportation sectors.

RemoteVision provides proactive support needed when kiosk owners move into the unattended arena of self-service, and can monitor and detect multiple problems, depending on the customer's preference. From the basic "working/not working" functionality to alerting the customer that the kiosk is running low on paper, the service keeps customers' equipment running at maximum efficiency. RemoteVision can even manage content distribution, remotely updating advertising or other content as desired by the customer.

"Customers used to have to call and tell us when a machine was down, and they didn't necessarily discover the problem as soon as it happened," said Mike Mathews, vice president of Retail Services Marketing and Sales at NCR. "Now we not only know when and where the problem is, we know what went wrong and can fix it remotely or send the right people and equipment to fix it."

NCR's Worldwide Customer Services division will provide worldwide monitoring services for the Americas from its Atlanta Managed Service Center. Europe, the Middle East and Africa will be served through the Amsterdam facility and Asia/Pacific through the Sydney facility. NCR currently manages over 10,000 ATMs, hubs, routers, servers, and networks for customers throughout the world.

"RemoteVision completes the cycle of our market offering," said Mathews. "We can provide project management, global deployment, remote management, and maintenance support for interactive kiosk solutions anytime, anywhere."

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, 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 31,900 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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