



## **NCR Strengthens Global Leadership in Self Service Solutions**

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LONDON, Jan. 31 /PRNewswire/ -- NCR Corporation (NYSE: NCR) anticipates its 14th consecutive year as the worldwide leader in self service solutions based on units shipped and revenues in its retail and financial businesses. For 2000, the company reported revenues of \$2.8 billion in its Financial Self Service and Retail Store Automation businesses. This revenue figure enables comparison with NCR's prime competitors in the market space.

NCR set an industry record by shipping more than 50,000 automated teller machines (ATMs) in 2000. The record total reflects year-on-year growth for NCR in Europe, Middle East and Africa (EMEA), with double digit growth in North America and a tremendous surge in demand in Asia Pacific.

Commenting on today's news, NCR Executive Vice President and Chief Operating Officer of the Retail and Financial Solutions Group Bill Amelio said, "Demand for Self Service TouchPoints(TM) in both the financial and retail sectors is strong and growing worldwide. Our factories in North America, Europe and China have been working to meet the demand from our current and new customers and we expect our market leadership to continue in the coming years."

NCR continues to make good progress in three key areas identified by industry analysts as having high growth potential. Triple-digit growth has been achieved in Convenience TouchPoints(TM) (ATMs for retail locations) - where NCR took market share from its competitors. Good progress also has been made in the area of new functionalities such as cash and check deposit automation, and there has been growth in self service outsourcing, including a \$173 million contract with Royal Bank of Canada. In the fourth quarter of 2000, NCR's \$250 million acquisition of 4Front Technologies further enhanced its customer service offering.

During 2000, NCR also achieved ten-fold growth in its Web kiosk business and piloted Web kiosk-based self-checkout solutions in over 25 key retail locations.

### **About NCR Corporation**

NCR Corporation (NYSE: NCR) is a 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 32,900 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](http://www.ncr.com).

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