



## **net.com, NCR Ink Worldwide Services Deal**

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DAYTON, Ohio, July 25 /PRNewswire/ -- NCR Corporation (NYSE: NCR) and net.com (NYSE: NWK) today announced the selection of NCR's Worldwide Customer Services Division as net.com's strategic service vendor. NCR will provide installation and maintenance services for net.com's networking equipment and other multivendor equipment in more than 600 locations worldwide.

The three-year, \$6 million agreement marks the beginning of a strategic global relationship between net.com and NCR. The agreement initially covers net.com's customers sites in all of North America, and will expand to 15 other countries throughout the remainder of 2001.

Initially, NCR services will focus on net.com's installed customer base of enterprises and global service providers that mainly operate net.com's established Promina(R) systems. As net.com extends the market presence of its newer SCREAM and SHOUTIP systems, NCR will correspondingly expand the scope of its services to include the newer systems.

"This new relationship with NCR will help us deliver a consistently high level of service to our expanding customer base," said John Guisto, net.com's vice president of customer service. "As net.com penetrates new markets around the world, NCR has the worldwide presence and expertise to meet the requirements of our installed customer base as well as the new customers we are attracting."

"We look forward to helping net.com heighten its profile in the market," said NCR Americas Customer Services Vice President Dave Henderson. "We expect to contribute to their success with our global capabilities and commitment to service excellence."

While engaging NCR on a global basis, net.com will continue its existing service operations, which include a technical assistance center, field service engineers, and 24-hour/7-day coverage in five continents. Contract services from NCR will augment net.com's internal expertise and resources, ensuring that net.com's customers continue to receive best in class customer service on a global basis.

### About net.com

Network Equipment Technologies, doing business as net.com, equips service providers with service creation platforms that enable competitive differentiation through the rapid creation and delivery of services. A global networking company, net.com pioneered the concept of multiservice networking used by service providers, government organizations, and businesses worldwide. For more information, visit the first address in networking, <http://www.net.com>.

### About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in providing Relationship Technology(TM) solutions to customers worldwide. NCR's Relationship Technology solutions include the Teradata(R) database and analytical applications such as customer relationship management (CRM) and demand chain management, store automation systems 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 33,300 in more than 100 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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