



NCR Expands European Support Services for Nortel Networks

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Extension of Existing Agreement for Optical Equipment Valued at \$100 Million

Nortel Networks (NYSE: NT; Toronto) has awarded NCR Corporation's (NYSE: NCR) Worldwide Customer Services division an expanded contract to support Nortel Networks' optical equipment and carrier products across Europe, the Middle East and Africa (EMEA).

The agreement is worth an estimated U.S. \$100 million over six years and will see NCR provide remote services including fault management and resource control, and other services such as inventory planning and spare parts management.

The contract follows last year's agreement between NCR and Nortel Networks when NCR became the provider of first-line maintenance services for optical and carrier products in EMEA. The combined agreements mean NCR will now manage the end-to-end process for hardware maintenance incidents. Nortel Networks will remain the initial contact for all customer calls and will continue to provide software support and emergency recovery.

"We are very pleased with the confidence that Nortel Networks has placed in NCR," said Terry Burt, vice president, EMEA Worldwide Customer Services, NCR. "This demonstrates our commitment to service excellence, and our ability to manage all elements of the services supply chain."

The agreement strengthens the existing relationship between the two companies, as NCR is a Nortel Networks Global Solution Provider, providing installation and support for Nortel Networks products worldwide.

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.

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