



NCR Adds Global Incident Management to NCR @ Your Service(TM)

September 6, 2001 at 10:32 AM EDT
DAYTON, Ohio, Sep 6, 2001 /PRNewswire/ --

Customers can go online to create and track service incidents

With just the click of a mouse, customers can easily create, monitor and troubleshoot hardware and software problems with the new Global Incident Management feature of NCR Corporation's (NYSE: NCR) online support portal. The enhancement to NCR @ Your Service(TM) reduces the need to use the telephone to report and resolve service incidents.

"No matter what your business, the name of the game is keeping your equipment running," said Gerald Gagliardi, senior vice president of NCR Worldwide Customer Services. "Global Incident Management gives customers a more efficient way to create and track incidents by providing a direct interface to real-time support information."

According to IDC's Richard Dean, program director for Infrastructure Integration Services, "IDC sees tools such as NCR @ Your Service helping NCR to deliver a more integrated and seamless experience for customers who have a need to better manage the evolution of increasingly competitive global businesses."

Once logged in, customers access Global Incident Management through My Support Link(TM). They can request service for any piece of equipment under maintenance at any geographic location. Incidents are automatically acknowledged, without any need to wait for a callback.

Customers can monitor every step of the job online, from work order to completion, and can review jobs after they are completed. They can even troubleshoot a problem by utilizing NCR's extensive knowledge base of known problems and tested fixes.

"By viewing our service calls online, we get an up-to-the-minute status report on any service call," said Anna Stockton, team manager, Retail In-Unit Support at UK-based Compass Group PLC, a leading food service organization providing food and beverage services to business, industrial and other sectors worldwide.

"With the new capability to create incidents online, we place service calls without delay," said Stockton. "This raises our help desk productivity and efficiency, resulting in higher availability of systems and increased customer satisfaction."

NCR @ Your Service is currently available in North America, the United Kingdom, France, Spain, Denmark and the Netherlands, and will soon be deployed globally. An online demonstration is available at <http://www.ncr.com/ncratyourservice>.

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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