



National Australia Group Deploys Gasper Manager, Unifies Management of 1,000 ATMs at Four Subsidiary Banks

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DAYTON, Ohio, May 28, 2002 (BUSINESS WIRE) --

Advanced Software Solution Enables Remote Management of ATMs Across England, Scotland, Northern Ireland, and Republic of Ireland

Gaspar Corporation, a wholly-owned subsidiary of NCR Corporation (NYSE:NCR), announced today that the National Australia Group has completed its installation of Gaspar Manager, the industry's leading management system for self-service terminals and ATMs, across four of its banking subsidiaries in the United Kingdom and Ireland.

The deployment unifies the real-time monitoring of over 1,000 ATMs from a central location, significantly improving overall management of the banks' ATM networks.

Also included in the deployment is Gaspar's Automated Services Manager, which streamlines the servicing and notification process of the ATMs (Automated Teller Machines). Via the new system, response times for repairs across the entire National Australia Group ATM network are reduced, minimizing ATM downtime and increasing overall customer satisfaction.

"Gaspar Manager will not only increase the capabilities of our integrated ATM system, but also will eliminate lingering capacity issues," said David Robson, who leads ATM Business Operations at the National Australia Group. "We are pleased that installation of the product was completed in just a few short months, despite the issues involved in decommissioning our legacy system."

The National Australia Group's new management solution will centralize ATM control for four of the Group's subsidiaries: Clydesdale Bank (Scotland), National Irish Bank (Ireland), Northern Bank (Northern Ireland), and Yorkshire Bank (England). Each of the four banks offer slightly different services via their ATMs, making the new implementation a challenging, yet valuable, advancement over the previous solutions.

"Based on our success with Gaspar Manager, Gaspar Corporation and NCR have been asked to review and evaluate other aspects of National Australia Group's ATM operations," said Ken Carson, Sales Executive, at NCR Corporation. "Our objective is to leverage Gaspar Manager's broad capabilities in new ways to increase efficiency and remove costs. We look forward to our continued relationship with the Group, and to helping it meet its operational goals."

Gaspar Manager is the leading ATM management solution, used by over 170 ATM deployers to manage approximately 170,000 ATMs worldwide. It interprets status codes, taking appropriate action based on business rules defined by the customer; opens and manages trouble tickets; notifies appropriate personnel, and reports ATM network and service team activity.

Gaspar Manager enables increased ATM availability, reduced service costs through the reduction of first- and second-line service calls, and reduced operational costs due to improved help desk productivity.

Gaspar Vantage(TM), a new, updated solution based on Gaspar Manager, was unveiled by Gaspar in December 2001.

About National Australia Group

National Australia Group is an international financial services group, providing a comprehensive and integrated range of financial products and services across four continents and 15 countries. The National Australia Group is the largest financial services institution, by market capitalization, listed on the Australian Stock Exchange Limited and in the July 2001 edition of Fortune 500 was listed as the 20th largest financial services company in the world by profitability and 47th by revenues.

About Gaspar Corporation

Gaspar Corporation, a leading provider of self-service management software, offers comprehensive solutions that are specifically tailored to solve self-service management problems. The company's solutions monitor Self-Service Terminals (SSTs) and manage the entire SST support process to maximize SST availability, profitability, and customer satisfaction for SST networks worldwide. Headquartered in Dayton, Ohio, the company's solutions are used to manage more than 170,000 SSTs worldwide. Visit the Gaspar Corporation web site at www.gasper-corp.com.

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