



Amadeus Awards NCR \$40 Million Managed Services Contract; NCR Composes Suite of Services to Manage Amadeus' U.S. Travel Agencies and Provide Optimal Efficiency, Service and Support

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DAYTON, Ohio, Aug 27, 2002 (BUSINESS WIRE) -- NCR Corporation (NYSE:NCR) today announced it has been awarded a \$40 million contract to provide managed services for Amadeus North America, LLC.

Amadeus is the leading global distribution system and technology provider to the travel and tourism industries and is active in over 200 markets worldwide. The three-year agreement covers all of Amadeus' travel agencies throughout the United States, as well as other customer groups, including cruise lines, consolidators and tour operators, who utilize the Amadeus System for travel reservations.

"NCR is a leader in service management and shares Amadeus' vision of providing superior customer service," said Tony McKinnon, president and chief executive officer for Amadeus North America. "Additionally, as a business partner, NCR offers Amadeus a tremendous degree of flexibility, which will be critical in enabling us to meet our customers' needs as the travel industry continues to evolve."

Under the agreement, NCR will assume responsibility for supporting the information technology (IT) infrastructure at travel agent locations. NCR services will cover help-desk operations, remote monitoring, maintenance, installation and asset tracking.

"NCR will now be a single point of contact, which will assure the most effective service for our customers," said Lincoln Rodon, senior vice president of information technology for Amadeus North America. "Further, NCR will provide Amadeus with lower operational costs and increased efficiency as well as IT services intelligence that will help us make informed IT decisions."

Rodon said that NCR's base-of-service engineers throughout the U.S. will provide Amadeus customers with locally based support, as well as a consistent team of service technicians who will be able to get to know and handle their service needs on an ongoing basis.

"With NCR managed services, Amadeus will get the benefits of outsourcing IT services while maintaining strategic control of their technology infrastructure," said Stan Purvis, vice president of managed services for NCR. "This will allow them to focus on core IT business issues while trusting the operational aspects to NCR."

About Amadeus North America

Amadeus, with its North American operations based in Miami, Fla., is the leading global distribution system and technology provider serving the marketing, sales and distribution needs of the world's travel and tourism industries. Its comprehensive data network and database, among the largest of their kind in Europe, serve 59,200 travel agency locations and more than 10,400 airline sales offices in over 200 markets worldwide. The company has some 3,950 employees worldwide. More information about Amadeus is available at: www.amadeus.com.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's ATMs, retail systems, Teradata(R) data warehouses and IT services provide Relationship Technology(TM) solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR (www.ncr.com) employs approximately 30,400 people worldwide.

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