Lan Chile Successfully Deploys Teradata Warehouse Solution

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SANTIAGO, Chile--(BUSINESS WIRE)--Nov. 1, 2002--Lan Chile, one of the leading airlines in Latin America, has successfully deployed the Teradata(R) warehouse business platform to manage and analyze its passenger data. The solution from Teradata, a division of NCR Corporation (NYSE:NCR), provides a huge data volume and good response times, thus providing the air carrier with timely business-critical information for tactical decision-making.

Lan Chile has grown significantly in the last few years, and its main challenge is to increase the profitability of ticket sales. "Growing profitably is not easy in this market. The technological and analytical requirements are very high. That is the reason why by mid-2001, feeling very dissatisfied with the performance and the service provided by the analytical platform we had in place -- which was based on a traditional relational data base -- we decided to take a `quantum leap' and solve the problem for good," said Sergio Mendoza, manager of distribution and revenue management for Lan Chile. "We chose Teradata so that we would achieve the goals and meet the challenges we had set as part of our business strategy. We selected the Teradata solution not only because of the company's proven and thorough knowledge of the airline industry -- where their solution had already been deployed at other international companies -- but also because they got the best benchmark results when compared to competing solutions. Today, Teradata has become an important technology and business partner for Lan Chile."

Lan Chile has just finished the rollout of its Teradata solution and the first benefits are already apparent.

"Lan Chile's analytical platform performance and availability have risen significantly, thus enabling the national carrier to greatly improve its passenger business management," said Leonardo Gonzalez, Teradata solution manager for Chile. "The Teradata tool has played a key role for Lan Chile during the hard times the industry is facing. Furthermore, Lan Chile has been able to use detailed flight information since the Teradata solution easily keeps historical information about the previous 24 months while simultaneously storing reservation information for the forthcoming 12 months, a capability Lan Chile's previous platform did not provide."

About Lan Chile

With $1.5 billion in annual sales, Lan Chile S.A. is the largest domestic and international passenger and cargo air carrier in Chile and a leading airline in Latin America. Its stock is traded at the Santiago and New York stock exchanges. The company has received several awards from renowned international trade magazines that place it among the 10 best airlines as ranked by international passengers from throughout the world.

With several code-sharing agreements, the Company serves 15 destinations in Chile, eight in Peru, 17 in other Latin American cities, 24 in North America, eight in Europe and two in the Southern Pacific area. Forty-two passenger aircraft and nine cargo freighters make up the company's fleet. Lan Chile has entered into alliances with American Airlines, Alaska Airlines, AeroMexico, TAM, Mexicana, British Airways, Iberia, Quantas and Lufthansa. The company is also an official member of the oneWorld alliance. For more information, please visit www.lanchile.com or www.oneworldalliance.com.

About Teradata Division

Teradata, a division of NCR Corporation (NYSE:NCR), is the global leader in enterprise data warehousing and enterprise analytic technologies and services. For more information, visit www.teradata.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 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 30,500 people worldwide.

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