



NCR Obtains New Service Specializations from Cisco; Banks, Retailers and Others Benefit from IP Telephony and VPN/Security Services

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DAYTON, Ohio--(BUSINESS WIRE)--May 12, 2003--NCR Corporation (NYSE:NCR) today announced its services division has achieved two key service specializations from Cisco Systems, Inc.

With the new IP Telephony Services Specialization and VPN/Security Services Specialization, NCR becomes one of the first global information technology (IT) service suppliers to be recognized by Cisco for integrating leading technologies with its base of customers in the banking, retail and other markets.

Internet protocol (IP) telephony leverages Internet connections to deliver traditional voice-related communications. Companies that implement IP telephony solutions can simplify communications infrastructure and generate significant cost savings. According to Meridian Research, financial institutions can save over \$10,000 annually in voice communication costs at each branch location.

A virtual private network (VPN) sets up an encrypted secure data link over the Internet. Solutions based on VPN technology allow companies to increase productivity by securely leveraging the Internet for critical business strategies. For example, retailers can extend their supply-chain visibility and improve customer service by using a VPN to link stores together.

Cisco's service specialization program recognizes NCR for its advanced training, knowledge, field experience and customer satisfaction to design, deploy and support large-scale VPN and IP telephony solutions built on leading Cisco technologies.

In fulfilling the requirements for Service Specializations, NCR demonstrated it has trained and experienced consultants who have met rigorous testing requirements, customer references with high service-satisfaction levels and an operational lab for demonstrations, support and training.

"Technologies such as VPN and IP telephony can be incorporated into sophisticated business solutions requiring advanced expertise," said Surinder Brar, senior director of channel marketing for Cisco Systems. "With the achievement of these new specializations, NCR has demonstrated that it has both the technology capability and the services practice to implement and support complex, large-scale projects in these areas."

"Banks and retailers can now more easily quantify the return on investment from implementing these emerging technologies," said Jeff Prestel, vice president of global alliances, NCR Worldwide Customer Services. "Service Specializations demonstrate our commitment to providing solutions based on Cisco technology and represent a natural extension of our core service capabilities for our vertical market customers."

Services for Cisco and other multivendor technologies are part of NCR's IT Infrastructure Services offering, a comprehensive portfolio to help organizations design, deploy and optimize key IT infrastructure components including servers, clients, operating systems and networks.

With its domain knowledge and trusted relationships with financial institutions, retailers, telecommunications carriers, government entities and manufacturers, NCR provides global expertise for the management and operational support of IT infrastructures, helping its customers drive enhanced business value.

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 29,600 people worldwide.

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