Snap Appliance Selects NCR for Managed Services; Partnership to Provide Global Support for Installed Base of over 130,000 Units

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DAYTON, Ohio--(BUSINESS WIRE)--June 3, 2003--NCR Corporation (NYSE:NCR) today announced that San Jose-based Snap Appliance has selected NCR to provide its unique managed services offering, including global information technology (IT) help desk and maintenance services, to Snap's installed base of over 130,000 units. NCR's managed services offering brings business intelligence to the management and operation of IT infrastructures, resulting in significant improvements in operational efficiency and user productivity along with reduced overall IT support costs.

Snap, the worldwide leader in network-attached storage (NAS) solutions, is partnering with NCR, a leading global service and support organization that is renowned for its IT technical support and expertise. The partnership will span the North America, Europe and Asia-Pacific regions, reflecting Snap's worldwide leadership and customer base and NCR's global presence.

This announcement reflects Snap's commitment to providing its customers with the resources, flexibility and knowledgeable staff they need to maximize their investment in Snap storage solutions, in a timely and efficient manner. A wide range of service offerings will be available to meet the unique requirements of each of Snap's global customers. Customers will have access to a 24x7 global help desk, global parts depot and on-site maintenance support.

"This strategic partnership with NCR is designed to create more value for our customers," said Randy Gast, vice president, Snap Appliance Worldwide Service and Support. "Our mission is to create a superior customer experience characterized by innovative technology, measurable business value and peace of mind. With dedicated NCR engineers around the globe supporting the Snap Server product family, customers are empowered with the necessary resources to maximize their investment in our technology."

NCR Worldwide Customer Services Vice President Gerald Gagliardi said, "The NCR managed services solution leverages NCR's infrastructure globally to deliver support and services to Snap's vast customer base of enterprise and mid-tier customers. By utilizing NCR managed services, Snap can reduce costs, expand coverage and increase operational efficiencies."

NCR managed services, targeted to organizations with highly distributed, multivendor IT environments, provides end-to-end management and operational support services such as help desk, multivendor hardware and software maintenance/support, staging, deployment, training, product/parts procurement and overall IT management.

The business intelligence behind NCR's managed services offering is a combination of service transaction data and mining tools based on a Teradata(R) data warehouse. With timely, accurate and detailed analysis of service events - critical to making informed IT decisions - organizations can gain insight into issues and patterns that are not evident through traditional analysis.

About Snap Appliance, Inc.

Snap Appliance, the proven volume leader in storage management, provides simple, scalable network storage solutions for its customers - from the workgroup to the enterprise - solving their needs today with a seamless migration to the future. The company's focus also includes a dedication to bringing advanced technology to its customers, along with world-class service and support. Snap Appliance is headquartered in San Jose, Calif., with additional facilities in Irvine, Calif. More information is available on the Web at www.snapappliance.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 29,600 people worldwide.

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