

NCR Ranked #1 for Retail Industry Product Support in Gartner Market Share Report

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Global technology company also named a top IT services provider in financial services as well as across all vertical markets

DULUTH, Ga.--(BUSINESS WIRE)--Apr. 23, 2013-- [NCR Corporation](#) (NYSE:NCR) announced today that it was ranked the global market share leader in retail industry product support in 2012 by Gartner, the leading provider of research and analysis on the global information technology industry. The ranking is based on product support revenue and was unveiled in Gartner's new research, "Market Share: IT Services, 2012," March 29, 2013.

"We believe being recognized by Gartner as the number one provider of retail IT services product support for the fourth consecutive year demonstrates NCR's unwavering commitment and focus on quality, customer satisfaction and delivering next-in-class service that makes everyday easier for our customers," said NCR Executive Vice President Services and Chief Quality Officer Peter Dorsman. "NCR's market-leading services and innovative software position us as a global leader in innovation across all the industries in which we compete."

Gartner also reported that NCR ranks third worldwide in financial services product support revenue and ninth worldwide across all vertical markets in hardware maintenance and support revenue for the same period.

NCR considers its strong ranking a reflection of the company's continued investment in service innovation, including NCR Predictive Services. Unlike other offerings that monitor for service disruptions and then react, NCR Predictive Services predict failures on devices such as ATMs and self-checkout units before they happen so that technicians can be dispatched before consumers are impacted. NCR also serves as a total premise support provider, empowering customers with a single point of responsibility to enhance system availability and reduce IT complexity.

As a leading provider of support and managed services, NCR performs 11 million service actions per year and maintains more than three million points of service worldwide. NCR provides value-added services to 19 of the world's top 20 banks, seven of the top 10 retailers, eight of the top 10 telecom firms and three of the top five airlines.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a global technology company leading how the world connects, interacts and transacts with business. NCR's assisted- and self-service solutions and comprehensive support services address the needs of retail, financial, travel, hospitality, gaming, public sector, telecom carrier and equipment organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

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