



UK's Tesco is European Self-Checkout Leader; Retailer Using NCR FastLane to Improve Customer Service in All Store Formats

February 24, 2005 at 9:46 AM EST

LONDON--(BUSINESS WIRE)--Feb. 24, 2005--NCR Corporation (NYSE:NCR) today announced that Tesco, one of the top three international retailers in the world with more than 2,300 stores, has installed 285 NCR FastLane(TM) self-checkout units in 96 UK stores, the largest deployment of self-checkout in Europe to date.

Self-checkout, which enables shoppers to scan, bag and pay for their purchases themselves, is being used in Tesco's Metro (compact stores located in busy areas), Superstore and Extra (hypermarkets) locations in England, Wales, Scotland and Northern Ireland.

"Over the last two years we have used self-checkout to help improve customer service throughout our stores," said Attila Winstanley, productivity director for Tesco. "Shoppers of all ages have taken to the technology, scanning all sorts of goods ranging from food and clothes to pharmaceuticals and electronics. Self-checkout has also enabled us to free up more staff time to help in other areas of the store or open more checkouts."

Tesco's self-checkout lanes on average process 19 percent of total transactions with an average basket size of five to 14 items.

"Tesco's experience with self-checkout is backed by a study conducted for NCR by IDC that shows consumers see real value in the technology," said Alberto Camuri, NCR's vice president for Retail Solutions in Europe, the Middle East and Africa. "UK consumers cited shorter queues (68 percent), faster checkout (68 percent) and having a choice on how to check out (66 percent) as the top benefits of self-checkout. The research also shows that Tesco's wider service improvements are very welcome by UK shoppers."

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 and help organizations create a stronger competitive position. Based in Dayton, Ohio, NCR (www.ncr.com) employs approximately 28,500 people worldwide.

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SOURCE: NCR Corporation