



U.S. Postal Service Expands Teradata Enterprise Data Warehouse to Improve Service, Productivity and Efficiency

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WASHINGTON, Mar 24, 2005 (BUSINESS WIRE) -- To improve customer service, employee productivity and operational efficiency, the United States Postal Service (USPS) today announced that it has expanded the size and scope of its Enterprise Data Warehouse (EDW) from Teradata, a division of NCR Corporation (NYSE:NCR).

The USPS engaged Teradata in 2000 to develop its Retail Data Mart, which included the consolidation of all point-of-sale data into a single data repository. Since then, USPS has grown its Teradata system into a corporate EDW including a number of other business areas, such as financial management, operational decision support and marketing, in addition to the original retailing purpose.

Today's USPS EDW provides over 16,000 daily reports for some 1,800 users each day. Usage of the EDW has doubled in the past six months and continues to grow.

"We needed the Enterprise Data Warehouse and the decision-support system to help us with knowledge management in general, and to provide a single platform for use throughout the Postal Service," said Robert L. Otto, vice president and chief technology officer of USPS. "Teradata worked with us to develop a system that improves customer service, enhances employee productivity and increases operating efficiencies at all of our units.

"The Teradata EDW helps us to gain new insights about our retail customers and optimize our marketing efforts. We can now make faster decisions that enhance revenue, contain costs and elevate customer service," said Otto.

"The Teradata EDW is mission-critical for us," said George Wright, portfolio director for USPS. "With our 37,000 finance units, having our financial data in the EDW allows us to close our books in hours when it used to take several months. We can make timelier financial decisions that will help us improve our performance."

"USPS has a true enterprise data warehouse, one of the largest in the world," said Jamil Hermes, Teradata vice president at NCR Government Systems Corp. "We are delighted to be a strategic partner for such an innovative customer."

About the U.S. Postal Service

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume - some 206 billion letters, advertisements, periodicals and packages a year - and serves seven million customers each day at its 37,000 retail locations nationwide.

About Teradata Division

Teradata (www.teradata.com), a division of NCR Corporation (NYSE:NCR), is the global technology leader in enterprise data warehousing, analytic applications and data warehousing services. Organizations around the world rely on the power of Teradata's award-winning solutions to get a single, integrated view of their business to enhance decision-making, customer relationships and profitability.

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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