



NCR Holds Global Leadership Position in Retail Infrastructure Support Ranking from Leading Analyst Firm

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Report Positions NCR as Number 1 in Retail, Number 7 in Financial Services and Number 10 across All Industries

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 7, 2009-- [NCR Corporation](#) (NYSE: NCR) holds the global leadership position in the hardware maintenance and support category in retail infrastructure support for 2006 through 2008, based on worldwide revenues, according to a recent report¹ from [Gartner, Inc.](#) Gartner also reported that NCR ranked number 7 worldwide in financial services infrastructure support, and number 10 worldwide across all verticals in infrastructure support, for the same time period.

NCR has been ranked the number 10 global hardware maintenance and support provider across all the industry segments tracked by Gartner. The research places NCR in the number one slot as the global market share leader in the retail trade segment and in the number 7 position in the financial services industry. More than 175 service vendors were evaluated for the latest report.

"Maximizing system availability and managing total cost of ownership has taken on supercritical importance in today's challenging economic and competitive environment," said Christine Wallace, senior vice president, NCR Services. "These challenges are uppermost in the minds of the NCR Services teams that work with businesses around the world. Our dedication to making things easier for our customers, enabling them to move faster and helping them transform their businesses is reaffirmed, in my opinion, by these latest Gartner rankings."

NCR offers a [complete portfolio of services](#) for retail, financial, travel, healthcare, hospitality, entertainment, gaming and public sector organizations. These services help businesses design, deploy, support and manage their technology solutions – whether those solutions are from NCR or other vendors – enabling them to maximize the value of current assets and readily adopt new technologies.

With customer care centers and field offices around the world, and more than 13,000 NCR consultants and technical support experts, the company manages nearly 80 million service actions annually. NCR provides services solutions for:

- 17 of the world's top 20 retailers
- 19 of the world's top 20 banks
- 8 of the world's top 10 telecom providers
- 5 of the world's top 6 airlines

One of the keys to NCR's success in the [retail industry](#) is its ability to provide customers with total premise services. NCR is able to fill this need because of the strength of its multivendor capabilities. The company's extensive logistics network and service professionals support hundreds of non-NCR products and over 350,000 point-of-sale terminals from other vendors globally. Multivendor support is a component of NCR's agreements with nearly all of its top 25 services customers in the retail industry.

In the [financial services](#) segment, NCR maintains over 350,000 ATMs around the world and provides a wide range of adjacent services such as Monitoring, Help Desk, Cash Services and Vendor Management to ensure customers experience high quality and consistent service performance. NCR is the acknowledged leading global supplier of financial self-service solutions.

"In retailing and financial services, technology disruptions at the point of service – whether at the store checkout or an ATM – directly impact customer satisfaction," Wallace said. "The same is true of consumer-facing technologies in the other industries served by NCR, from healthcare and travel to entertainment, gaming and telecommunications. Our services teams bring the same sense of urgency to all these markets, together with experience and skills that are second to none."

NCR also [announced](#) recently that it dramatically improved its standing in the *2009 Global Outsourcing 100™* by the International Association of Outsourcing Professionals™ – an annual ranking representing the standard of excellence in outsourcing service delivery. This is the second year in a row the company has received this distinction and its rank of 14th is NCR's highest ranking ever.

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, healthcare, hospitality, entertainment, gaming and public sector organizations in more than 100 countries. NCR ([www.ncr.com](#)) is headquartered in Duluth, Georgia.

1) Gartner, Inc. "Market Share: Infrastructure Support, Worldwide Market Share: Database" by Kathryn Hale et al, May 14, 2009

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Source: NCR Corporation

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