Credit Union First to Deploy NCR APTRA Vision Self-Service Management Solution

June 8, 2010 at 10:01 AM EDT

Enterprise software solution for self-service system management helps BECU manage performance in real-time

DULUTH, Ga., Jun 08, 2010 (BUSINESS WIRE) --NCR Corporation (NYSE: NCR) today announced that BECU (Boeing Employees' Credit Union), one of the largest credit unions in the nation, is the first to deploy NCR APTRA Vision, the company's latest enterprise software solution for self-service system management. NCR APTRA Vision provides BECU with a comprehensive view of their ATM network, by analyzing operational information, business performance and consumer experience.

BECU initiated the first phase of NCR APTRA Vision deployment in May 2009. With more than 600,000 members, BECU has more than 175 ATMs collecting and transmitting data that must be monitored and analyzed efficiently. APTRA Vision takes the channel management process to the next level by retrieving both operational data and inventory information from BECU's self-service network. The resulting analysis provides a complete view of activity within BECU's network and allows operational performance to be monitored and managed to the benefit of BECU's members.

"The ability for our ATM Operations team to analyze data quickly and easily is essential to daily operations and ensures our members are always receiving the best member experience we can provide," said Shirley Taylor, Virtual Banking Channel Manager at BECU. "Instead of scattered data, NCR APTRA Vision lets our ATM Operations team easily communicate information to management and our service partners in a comprehensive single report. We are looking forward to the next step in our program when we will provide a real-time dashboard of our ATM network to all staff. This will provide the ability to improve the member experience by always being able to direct members to the nearest ATM knowing it is fully operational and we are not sending them to a down ATM or one that is only partially functional and may not meet their immediate needs."

NCR APTRA Vision correlates data from multiple sources into one easily accessible web interface. The web interface provides management with a single location to observe trending information that helps operators assess overall system performance. The solution helps management make informed decisions and set strategic planning goals to increase service availability, enhance the customer experience and improve performance.

"BECU is the first to license NCR APTRA Vision and their decision to deploy the solution throughout the company is a true testament of the solution's many advantages," said Michael O'Laughlin, vice president and general manager, NCR Financial Services. "NCR APTRA Vision is truly a next-generation solution that will help redefine the standards by which companies manage self-service and assisted-service channels."

About BECU

Governed by a volunteer Board of Directors, BECU is a not-for-profit credit union owned by the members. Profits are returned to the members in the form of better rates and fewer fees. With more than 600,000 members and more than $8 billion in assets, BECU is the largest credit union in Washington and one of the top five financial cooperatives in the country. BECU currently operates over 40 locations in the Puget Sound region.

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.

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NCR Corporation
News Media Contact
Jeff Dudash, 919-435-6976
jeff.dudash@ncr.com