



TruWest Credit Union Makes ATM Deposits Faster and Easier for Members with Unique NCR Technology

October 11, 2011 at 8:14 AM EDT

TruWest replaces non-NCR ATM fleet with NCR SelfServ ATMs with Scalable Deposit Module

DULUTH, Ga., Oct 11, 2011 (BUSINESS WIRE) --

[TruWest Credit Union](#), which serves 60,000 members in Phoenix and Austin, Tex., is bringing the latest ATM technology from [NCR Corporation](#) (NYSE: NCR) to its members in order to make ATM cash and check deposits faster and easier. TruWest will replace its entire fleet with NCR SelfServ [32](#), [34](#) and [38](#) models, totaling 30 new ATMs to replace the existing non-NCR machines.

All new NCR SelfServ ATMs will include NCR's [Scalable Deposit Module](#) (SDM) technology, the only technology on the market that allows consumers to deposit both cash and checks simultaneously in any orientation through a single slot, making the consumer deposit experience [twice as fast](#) as other ATMs. (Watch a demo on SDM via [YouTube](#).) The new ATMs will become available to members later this year.

TruWest also will incorporate NCR 2ST™ [two-sided printing technology](#) in its ATMs. 2ST improves the efficiency of the printing process by allowing simultaneous printing on both the front and back side of a receipt or other media. By using less paper, it also helps reduce environmental impact while optimizing productivity and lowering costs.

"At TruWest, we always want to exceed the expectations of our members. We are convinced that NCR's ATM solution creates a better member experience - from the speed of its SDM hardware to the graphical on-screen experience of its software," said Tom Gessel, CTO, TruWest Credit Union. "Our mission is to provide our members with the leading edge of financial products and services, and technology plays a critical role in delivering that interaction with our members. That's why we're excited about our members' reaction to the speed and ease of use of our new NCR SelfServ ATMs."

With SDM, a typical consumer transaction of five bank notes and two checks can take less than 60 seconds to deposit. SDM improves the experience for small and medium businesses, such as doctors and small business owners, who on average deposit between 12-20 checks and/or 25-30 notes per transaction. Through SDM technology, customers who make multiple deposits benefit from a quick and reliable transaction outside the branch.

"We know that credit unions have a unique responsibility with their members to deliver superior products and services. This is a priority for TruWest, which makes NCR SelfServ ATMs with SDM an ideal solution," said Michael O'Laughlin, senior vice president, NCR Financial Services. "NCR SelfServ ATMs bring the best of our self-service technology to credit union members. And we've simplified our ATM transaction experience so that TruWest's members can complete their transactions faster and get on with the rest of their day."

NCR SelfServ ATMs have been designed to deliver the highest levels of availability, which is critical to customer satisfaction. Unique features, such as self-healing technology that allows the ATM to recover automatically without the need for human intervention, dual-roll receipt printers that ensure the ATM need never run out of paper and graphical operator panels that allow the bank employees to quickly and effectively perform routine maintenance tasks, all ensure NCR SelfServ ATMs are "in service" when consumers want them.

For more information on TruWest Credit Union, visit www.truwest.org.

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, public sector, telecom carrier and equipment organizations in more than 100 countries. NCR (www.ncr.com) is headquartered in Duluth, Georgia.

Follow us on Twitter: @NCRCorporation, @careersatncr, and @ncrhealthcare

Like us on Facebook: <http://www.facebook.com/ncrcorp>

Connect with us on LinkedIn: <http://linkd.in/ncrgroup>

Watch us on YouTube: www.youtube.com/user/ncrcorporation

Read more on our blog: <http://blogs.ncr.com/ncr-banking/>

NCR is a trademark of NCR Corporation in the United States and other countries.

SOURCE: NCR Corporation

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