



NCR Signs Global Services Deal with BT

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NCR provides delivery and integration services to help BT expand its multivendor solutions with consistent service levels worldwide

LONDON--(BUSINESS WIRE)--Sep. 18, 2012-- [NCR Corporation \(NYSE: NCR\)](#) announced today that it has signed a five-year deal to provide delivery and integration services for BT's multivendor Converged LAN Connect and IPT solutions for BT enterprise customers in over 100 countries.

The deal is part of BT's strategic sourcing initiative that is enabling it to offer a more extensive, integrated and consistent set of solutions and services on a global basis. This will make it easier for BT's multinational customers to increase employee productivity, improve customer interactions and reduce costs by combining fixed, wireless and VPN access into a seamless, unified solution – regardless of the underlying technology used or office location.

"BT's customers choose us for our ability to deliver reliable and scalable connectivity solutions on a global basis," said Andrew Small, Vice President, Customer Premises Equipment, BT Global Services. "We need partners who can meet their expectations for consistently high service levels throughout the installation, maintenance and upgrade cycle wherever they operate in the world. NCR delivers on all those points and more and we're looking forward to working with them as part of our 'right first time' approach to service delivery."

The rising use of smartphones, tablets, video streaming, and social collaboration platforms – combined with new business analytics tools and the virtualisation of IT resources – are putting renewed strain on enterprise networks. As a result, investing in and optimising converged LAN platforms remains a top priority for CIOs.

Nadine Routhier, vice president NCR Telecom and Technology, commented, "NCR has the global scale and multivendor skills to enable enterprises with globally distributed and mobile workforces to reduce costs and increase collaboration through the strategic use of innovative unified communication solutions. Working with BT is a fantastic endorsement for NCR and underlines our success in executing on our services growth strategy."

Under the agreement NCR will provide service catalogue management, professional services and customer premise equipment-related services, including order management, staging, installation, moves, adds, changes and maintenance, asset tracking, as well as program and project management.

NCR is already the strategic service provider for a large number of telecom and technology companies worldwide, acting as their 'feet on the street', maintaining over 1 million units of hardware. NCR supports 19 of the world's top 20 banks, 7 of the top 10 retailers, 8 of the top 10 telecom firms and 3 of the top 5 airlines. Over 13,000 NCR consultants and technical support experts manage over 11 million service actions annually, making it one of the largest service providers in the world.

About BT

BT is one of the world's leading providers of communications services and solutions, serving customers in more than 170 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband and internet products and services and converged fixed/mobile products and services. BT consists principally of four lines of business: BT Global Services, BT Retail, BT Wholesale and Openreach.

In the year ended 31 March 2012, BT Group's revenue was £18,897m with profit before taxation of £2,445m.

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

For more information, visit www.btplc.com

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

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