



NCR Venue Manager set to enhance customer experience at Vector Arena

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Point-of-sale technology increases speed-of-service and helps deliver a world-class entertainment experience

AUCKLAND, New Zealand--(BUSINESS WIRE)--Apr. 15, 2014-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that it has entered into an agreement with Auckland's [Vector Arena](#), New Zealand's largest indoor venue, to implement an extensive suite of innovative NCR venue management solutions. The new solution at the 12,000-capacity arena will make every customer interaction an exceptional experience.

NCR will deploy [NCR Venue Manager](#), an advanced touchscreen point-of-sale (POS) and back office solution on 70 NCR POS terminals throughout the venue. NCR Venue Manager will provide managers with sales and inventory information to accurately report, analyze and forecast sales, reducing wastage and keeping costs under control. It offers customers exceptional venue experience with reduced queue time and faster delivery of food and beverages.

For the first time, managers at the Vector Arena will experience the convenience of [NCR Vital](#) – an innovative mobile application that turns data collected from the POS systems into actionable information delivered on a smartphone. This empowers the venue operator to access real-time data on venue performance metrics, employees and operations whether on-site or not.

"This is another step in our goal to become a market leader in customer service. Queue-busting efficiency is an absolute must for us; serving 12,000 people with a drink in 20 minutes flat is quite a mission, and we are already seeing improvement in speed of service," said Adam Lynch, Vector Arena Operations Manager. "The more intuitive interface has been a hit with staff, and the ability to move tills between outlets has enabled us to deploy staff to where demand proves to be on the night. The adoption of these new technologies re-affirms our goal of being the artist's and the audience's favourite arena in Australasia."

"The NCR solution puts Vector Arena at the forefront of venue technology by providing amazing flexibility, control and connectivity," said Nick Wagnitz, NCR general manager - Hospitality & Stadiums / Arenas. "We look forward to supporting Vector Arena's goals to engage fans and build its reputation as one of the world's premier entertainment destinations."

The NCR advanced touchscreen POS terminal was selected because it can withstand Vector Arena's punishing conditions and deliver faster service. This is critical in a large arena environment, where huge numbers of consumers make purchases in a small time window before taking their seats. The NCR POS technology is built to withstand the physical demands typical of food and beverage outlets.

Vector Arena's strength lies in its flexibility to be configured into intimate modes, scaling exactly to accommodate audiences from 1,800 to 12,000 in the main arena, and 100-300 in the Tuning Fork events space. The arena has featured a host of major international concerts, with artists as diverse as Beyoncé, Radiohead, Metallica and major sporting events including International Netball, Basketball, Wrestling, BMX, Ice Hockey and Ice Shows amongst many others.

About Vector Arena

Vector Arena opened in 2007, and has hosted over 700 events with over 2.8 million customers through its doors in just 8 years. 2013 was a record-breaking year, with a total attendance of 577,000 and the venue was awarded EVANZ "TicketDirect Supreme Venue of The Year" and "Ticketmaster Best Large Venue".

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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