



Banca Popolare di Bari Partners with NCR to Bring Its Innovative Branch Vision to Life

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Leading Italian bank becomes first in Europe to deploy NCR Interactive Banker, latest in branch transformation technology

BARI, Italy, Jun 30, 2014 (BUSINESS WIRE) --[NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, and Banca Popolare di Bari, one of Italy's largest banks, announced today that NCR has been selected as the partner of choice to help the bank design and implement its vision for an innovative 'branch of the future.' This includes the first European deployment of NCR Interactive Banker, software-based technology that unlocks a modern branch experience by eliminating queues, teller counters and vaults in smaller, more personal branches to better connect with customers.

Initially, Banca Popolare di Bari will deploy NCR Interactive Banker to flagship branches in 2014, and also plans to implement NCR Interactive Teller at a future date. With many branches across Italy and aggressive growth planned over the next few years, Banca Popolare di Bari is looking to improve customer service and operational efficiency by evolving its branch experience. This includes a focus on offering new and extended services to retail customers. The bank expects to open additional 'branches of the future' in 2015.

Interactive Banker includes two components: an advanced financial services kiosk with a sleek, modern design that alone can complete as much as 90 percent of typical branch transactions, such as large cash withdrawals and complex deposits. The second component provides bank employees with tablet PCs linked to real-time customer information, freeing employees to roam the branch and assist customers as they conduct transactions on the kiosks. Watch video of how Interactive Banker works [here](#).

Interactive Banker makes banking more personal, allowing bank employees to provide more valuable assistance to customers. Bank employees are instantly alerted to customers that need attention, including a forgotten PIN or malfunctioning card, or intervening / overriding transactions when appropriate (e.g. request for cash withdrawal that is over daily limit). It also allows bank employees to personalize the experience, explaining targeted financial product offers with selected customers, when suitable.

"Allowing customers to bank on their own terms is at the heart of how financial institutions are evolving their branch and omni-channel banking services," said Lorenza Sbarbaro, director of Financial Services, NCR Italy. "Banca Popolare di Bari has a strong vision of how they wish to achieve this and we are proud to be their partner of choice for branch transformation."

Interactive Banker is part of the NCR Interactive Services portfolio that also includes Interactive Teller. This unique software-driven solution allows retail bankers to deliver the branch teller experience to their customers anywhere and anytime using the ATM channel. Customers have the choice of full self-service, or calling for a centralized video teller to support complex transactions, account servicing or sales motions. The customer enjoys live, highly personalized audio / video interaction with the teller, who takes full remote control of the ATM functions to replicate in-branch teller service in a highly cost effective manner. This approach allows financial institutions to efficiently expand their teller hours of service.

Underpinning the NCR hardware is [NCR APTRA Activate](#), an advanced self-service ATM software application that enables complex multi-channel banking operations. APTRA Activate is part of the NCR Cx Banking suite of consumer transaction technology that performs a variety of functions, including delivering secure transactions, managing consumer facing channels and building customer relationships. APTRA Activate uses a Windows®-based XFS interface, facilitating an open software environment and making it vendor independent. APTRA is the world's most deployed* multi-vendor ATM software family. The flexible software family is particularly relevant as financial institutions deploy more sophisticated functions at the ATM, such as voice control, cashless payments, advanced deposit, personalization, targeted marketing and integration with other channels.

*According to data from RBR

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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