



NCR Bill Pay Solution Allows Globe Telecom to Improve In-Store Customer Experience and Store Operations

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NCR reduces wait times for customers paying their bills with an automated payment solution that also frees employees to help new customers establish service

DULUTH, Ga.--(BUSINESS WIRE)--Aug. 13, 2014-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that [Globe Telecom](#), a leading telecommunications provider in the Philippines, chose the NCR Bill Pay solution allowing customers to quickly pay their bills in a store without employee assistance.

"NCR was recommended to us by our sister company, Bank of the Philippines Islands, that has been using NCR ATM technology for several years," says Ed Reyes, director, Stores Transformation Department – Ancillary Business. "By providing our customers with the ability to come in and pay their bills through an automated solution, we are giving them a better level of customer service – one that separates Globe from our competitors."

In the retail locations where the NCR Bill Pay solution has been installed, Globe Telecom has seen dramatic customer adoption of the new technology with kiosk payments significantly exceeding over-the-counter cash payments. Customers can also use the technology to pay bills with credit cards or GCash accounts -- a unique mobile wallet application in the Philippines. The automated solution also enables Globe customers to top-up their pre-paid services or add to the balance of their GCash accounts. This frees employees to spend more time with current and potential customers that need assistance or advice on new products and services.

"Globe Telecom's adoption of the NCR Bill Pay solution demonstrates leadership in differentiating the customer experience with flexible solutions that provide more options to get customers on their way quicker while providing more attention to customers that need help," says Sophia Williams, vice president and general manager for Telecom and Technology at NCR Corporation. "While the initial purpose is bill payment, the versatility of the NCR Telecom Storefront portfolio is that it allows Globe to offer other services or to add additional value down the road."

As usage increases, the [NCR Bill Pay solution](#) can be easily enhanced with new functionality and services to drive increased business and additional operational efficiencies. As Globe continues to transform the retail experience and differentiate itself from the competition, they are evaluating additional NCR Storefront solutions.

NCR's Telecom Storefront solutions provide a holistic approach to creating a differentiated consumer experience. This is accomplished through consulting services to define today's omni-channel environment as well as technology solutions that improve in-store efficiency, operations and support to drive high solution availability.

About Globe Telecom

[Globe™](#) is a leading telecommunications company in the Philippines. Our mission is to inspire and enrich lives through communications by way of our vision of having the happiest customers.

Through our renewed commitment to "enriching lives through ease and relevance", our goal is to enrich everyday communications by simplifying and removing obstacles in communication technology so that we bring our customers closer to what matters to them most.

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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