



NCR Software Monitors Commercial Bank of Ethiopia's Multivendor ATM Network

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NCR APTRA Vision helps increase business performance and consumer experience among the bank's 1,200 plus multi-vendor ATM network with a single and accurate view to empower decision making

ADDIS ABABA, Ethiopia--(BUSINESS WIRE)--Oct. 14, 2015-- [NCR Corporation](#), (NYSE: NCR), the global leader in consumer transaction technologies, today announced that [Commercial Bank of Ethiopia](#) ("CBE"), the leading bank in the country, has upgraded its ATM management system to NCR APTRA Vision, a multi-vendor self-service management solution. CBE will manage its entire network of more than 1,200 multi-vendor ATMs using NCR APTRA Vision to proactively manage and improve ATM availability, reduce costs and improve consumer experience.

"CBE is committed to offering quality customer services and encourage new ideas that can improve our customers' experiences and our business performance. Upgrading our ATM management system to NCR APTRA Vision is a big step forward for us to achieve operational excellence, cost effectiveness and improved customer experiences," said Sosina Mengesha Director E-payment Commercial Bank of Ethiopia. "In providing a single and standardized view of our growing ATM network, NCR APTRA Vision is able to analyze and correlate data from multiple sources, enabling us to make timely decisions to ensure uninterrupted services which are vital to improve customer satisfaction and business performance in a cost-effective manner."

NCR APTRA Vision provides all of the incident management and operational data of previous generations of management systems and combines that with commercial and business data from a wide variety of other sources. NCR APTRA Vision correlates data from CBE's individual ATMs, and presents it with an easy to use interface, which enables the bank to discover hidden relationships between different performance influencing factors, to make informed decision and set strategic planning goals. NCR APTRA Vision reduces time-consuming site visits by enabling automatic, pre-emptive actions along with remote management and command functions.

"CBE has made a prudent investment in a software solution for a complete end-to-end business view to maximize availability and maintain compelling consumer experience. A purely operational approach to self-service management is no longer sufficient for today's banking environment," said Apostolos Karakatsanis, Financial Services Software Sales Leader for NCR in the Middle East and Africa region. "NCR APTRA Vision provides unrivaled insight into what's really happening in the self-service network and helps achieve significant advances in availability, consumer experience and business performance."

About Commercial Bank of Ethiopia

Ethiopia's leading bank, CBE, has more than 10.7 million account holders, some 965 branches across the country and assets at approximately 15 billion USD.

The leading bank in Ethiopia, the Commercial Bank of Ethiopia (CBE) was established in 1942. It is pioneering modern banking in the country with, for example, the first local ATM services. CBE has a global presence, with some 700 SWIFT bilateral arrangements. The bank aims to play a catalytic role in Ethiopia's economic progress and development. CBE's vision is to become a world-class commercial bank by the year 2025. More information about the Commercial Bank of Ethiopia can be found here: <http://www.combanketh.et/>

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 550 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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