



NCR Predictive Maintenance Software Optimises Customer Interactions for Nationwide

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NCR SmartServ Predict anticipates ATM downtime by arranging maintenance before problems occur

LONDON--(BUSINESS WIRE)--Dec. 16, 2015-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, today announced that [Nationwide Building Society](#) has chosen innovative NCR software to optimize customer interactions by anticipating ATM downtime and thereby improving transaction availability on its ATM network across the U.K. Nationwide has achieved this by deploying NCR software that anticipates problems with ATM components before they happen, and performing diagnosis and dispatching NCR service engineers before ATMs break down. By minimising unexpected down-time of ATMs, availability is improved which means that customers are not affected or frustrated, thereby improving loyalty.

The deployment of [NCR SmartServ Predict](#) is also enabling Nationwide to run its business more effectively and profitably. Due to the anticipated and planned nature of servicing affected ATMs, Nationwide staff are able to spend more time with customers, rather than servicing ATM's and hosting service engineers unexpectedly. This meets objectives set by Nationwide to increase the time that front line employees are able to spend with Nationwide customers.

"Great customer service and operational excellence are at the heart of many businesses, and Nationwide aims to lead the way in this regard," said Jenny Groves, Divisional Director Branch and Workplace Transformation at Nationwide Building Society. "What is rare is to find an innovative solution to help address both challenges. NCR SmartServ Predict is one such solution, and we look forward to the potential as we scale it out across our wider ATM network in 2016."

Initial deployments of NCR SmartServ predictive services have, so far, been made across the South West, Wales and South Coast regions in the U.K., and wider deployment will be made across Nationwide's entire ATM estate and 694 branches during 2016.

"The value that financial institutions, such as Nationwide, derive from their ATM networks is increasing as the functionality of ATMs and integration with omnichannel banking channels improve," said Rachel Nash, Director Financial Services at NCR U.K. "Like any other technological investment, that value can only be maximised if technology is working and available for customer to use, whenever they wish to do so. We believe that predictive software will help deliver significant improvements in customer experience and operational efficiency for financial institutions, such as Nationwide."

Using proven technology, [NCR SmartServ Predict](#) watches critical components of ATMs, anticipating any issues before they happen and proactively scheduling fixes that minimise the number and duration of service interruptions. When predictive maintenance services are combined with remote services capabilities, issues identified by NCR SmartServ Predict and Remote Services are automatically routed to a remote resolution team for even faster repair, further increasing availability. Using remote services, NCR can have a support technician working on the problem within minutes rather than waiting for an engineer to arrive on site.

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 over 30,000 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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