



Teradata CRM Announces Alliance with Cap Gemini Ernst & Young U.S. LLC

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Joint analytical solution unlocks hidden value by making CRM smarter across all customer touchpoints

Teradata, a division of NCR Corporation (NYSE: NCR), today announced that its customer relationship management (CRM) division will serve as a preferred analytical technology partner for Cap Gemini Ernst & Young U.S. LLC's CRM practice in North America. The agreement is designed to make CRM applications smarter across all customer touchpoints through the combination of Teradata's award-winning analytical CRM solution and Cap Gemini Ernst & Young's industry-leading integration skills and strong CRM practice.

Many companies have already made investments in standard operational CRM solutions such as sales force automation, call centers or Web sites, yet few have integrated these solutions. Teradata and Cap Gemini Ernst & Young will help these companies achieve additional value by adding analytical CRM to analyze customer behavior, develop analytical models, and manage customer interactions across all touchpoints and channels, resulting in optimized customer relationships.

"Companies implementing enterprise-wide CRM have been faced with two sub-optimal choices: purchasing an integrated CRM solution where the analytical components are an afterthought to the operational components, or investing in stand-alone operational and analytical applications that do not work in harmony," said Mark Hurd, chief operating officer of Teradata. "Teradata CRM 4.0 was designed to interact with operational CRM applications. Adding Cap Gemini Ernst & Young's expertise means customers will benefit from the most robust and flexible analytic capabilities offered in the marketplace."

As part of the terms of this alliance, Teradata will utilize Cap Gemini Ernst & Young as a preferred systems integrator partner for their CRM product suite and will train a dedicated team of Cap Gemini Ernst & Young consultants, with an initial plan of up to 70 through May 2002. These consultants will immediately become involved with Teradata on current CRM projects. In addition, the two companies will pursue new business opportunities together and offer Teradata CRM products and Cap Gemini Ernst & Young services to existing clients of both companies.

"The true value of CRM is the ability to gather the information needed to create loyal customers," said Paul Cole, global leader of CRM for Cap Gemini Ernst & Young. "Analytical solutions, like Teradata, further organizations' capability to achieve lasting customer relationships."

Cap Gemini Ernst & Young, one of the leading CRM integrators in the world with over 3,500 CRM practitioners globally, will partner with Teradata to further expand their joint service delivery capabilities, augment their reach across all industry sectors, and provide necessary flexibility for anticipated growth in the analytical CRM space.

About Cap Gemini Ernst & Young

Cap Gemini Ernst & Young is one of the largest management and IT consulting firms in the world. The company offers management and IT consulting services, systems integration, and technology development, design and outsourcing capabilities on a global scale to help businesses continue to implement growth strategies and leverage technology in the new economy. The organization employs about 60,000 people worldwide and reports global revenues of about 8.5 billion euros (2000 pro forma). More information about individual service lines, offices and research is available at www.cgey.com.

About Teradata Division

Teradata, a division of NCR Corporation, offers powerful analytical solutions that help businesses drive growth. Teradata solutions include the Teradata database, and analytical applications for customer relationship management, operations and financial management, business performance management and e-business. To learn more about Teradata Division and its solutions, go to <http://www.Teradata.com>.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in providing Relationship Technology? solutions to customers worldwide. NCR's Relationship Technology solutions include the Teradata(R) database and analytical applications such as customer relationship management (CRM) and demand chain management, store automation systems and automated teller machines (ATMs). The company's business solutions are built on the foundation of its long-established industry knowledge and consulting expertise, value-adding software, global customer support services, a complete line of consumable and media products, and leading edge hardware technology. NCR employs 33,300 in more than 100 countries, and is a component stock of the Standard & Poor's 500 Index. More information about NCR and its solutions may be found at www.ncr.com.

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