



NCR Establishes New ATM Channel Management Center in India; First Center in Asia to Deliver Full Suite of Financial Self-Service and Network Management Solutions

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BOMBAY, India, May 24, 2002 (BUSINESS WIRE) -- NCR Corporation (NYSE:NCR) today announced the establishment of a state-of-the-art automated teller machine (ATM) channel management center in India that is the first of its kind in Asia.

The new center is housed in a 5,000 square-foot facility in Bombay. It can support a full range of financial self-service solutions and network management and operates on a 24-hour basis. The center already provides a range of managed services to State Bank of India (SBI) and Corporation Bank.

SBI Managing Director Y. Radhakrishnan officially inaugurated the center, which currently has the capacity to manage more than 6,000 ATMs and can expand in the future to meet growing customer demand in the dynamic market.

"SBI is the largest bank in India, and it was important for us to choose a world-class company like NCR, which has a long history of delivering very high quality products and services to the banking and financial sectors globally," said Radhakrishnan. "NCR has worked closely with SBI to help us build up - and now, remotely manage - our ATM network base, and we look forward to moving together in this partnership as we continue to provide increasingly higher levels of service to our customers across India."

NCR has a strong field presence throughout India, where the company offers a number of ATM-related services, including ATM monitoring and incident management, remote management of all customer financial self-service network infrastructure equipment, help-desk support, remote software distribution, around-the-clock maintenance and replenishment of ATM receipt rolls and other consumables.

Chris Cheadle, NCR Worldwide Customer Services (WCS) vice president for Asia Pacific, said, "NCR's investment in the ATM channel management center is an indication of the commitment we have to bringing best-in-class service to the country to compliment our technology. India, along with China, promises to be among the fastest growing countries in terms of the ATM market."

"NCR is the leading services provider in the ATM channel management space in India with a universal network management and services model," said Loney Antony, NCR WCS managing director for India. "We can draw on our services experts from around the world to deliver a total end-to-end solution on time and within budget."

About NCR Corporation

NCR Corporation (NYSE:NCR) is a leader in providing Relationship Technology(TM) solutions to customers worldwide in the retail, financial, communications, manufacturing, travel and transportation, and insurance markets. NCR's Relationship Technology solutions include privacy-enabled Teradata(R) warehouses and customer relationship management (CRM) applications, store automation 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 30,300 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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