



Allgemeine Deutsche DirektBank Converts 850 NCR ATMs to APTRA and Windows NT

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AUGSBURG, Germany, Jul 30, 2002 (BUSINESS WIRE) -- NCR Corporation (NYSE:NCR) today announced a multi-million dollar project with Allgemeine Deutsche DirektBank AG (DiBa) to migrate 850 NCR ATMs from the OS/2 operating system to Windows NT. The machines will be upgraded with NCR's APTRA(TM) software, permitting the deployment of new communication technologies and customer services.

DiBa is witnessing high levels of traffic at its ATMs, with over eight million transactions during 2001. The large number of customer contacts generates valuable transaction data for the bank's customer relationship management strategy. Networking the ATMs with other communication channels at the bank, such as the call center and Internet, will permit DiBa to compile a total view of the transaction picture.

With APTRA, DiBa has opted for a platform- and vendor-independent software solution for the migration from OS/2 to Windows NT, something that eases the integration of the self-service network with the bank's back office area. Within the same project DiBa will also upgrade many of its ATMs with Intel Pentium technology.

The project's initial focus is on systems migration. The availability of its ATMs is a priority for DiBa, as its network is financed solely by the transactions.

"Minimal conversion downtime was a key factor in choosing to migrate with NCR," said Otto Hohne, director of DiBa's ATM business. "We see this initiative as enabling us to more fully utilize the ATM channel. The use of a new communication technology that offers greater bandwidth is an essential step in implementing the new strategy."

Jim Piggott, general manager and vice president of software and services for NCR's Financial Solutions division, said, "We've made great progress in Germany, and we're thrilled to be continuing and expanding our relationship with DiBa in such an exciting and progressive way. We, and organizations such as DiBa, can now provide customers with levels of service that were previously not available or economically viable due to the older software technology. With APTRA we can look forward to rolling out new services in record time."

The ATMs in the DiBa network are predominantly located in gas stations, shopping malls and entertainment facilities. All the bank's ATMs can issue advertising flyers referring to the bank's own products. Advertising by third parties is also feasible.

The migration project is to be concluded in November 2002.
About DiBa

DiBa, Allgemeine Deutsche Direktbank, is the oldest German direct bank. It was founded in 1965 under the name BSV-Bank. In 1992 it was strategically re-structured as a relationship bank, and in 1994 it was renamed "Allgemeine Deutsche Direktbank". The leading position in the burgeoning direct banking industry was enhanced by the strategic partnership with the Dutch integrated financial services provider ING, which was initiated in 1998. Even after the complete take-over of a majority in DiBa by ING at the beginning of 2002, as a part of ING Direct, DiBa remains a legally and economically independent full bank with an excellent growth outlook. True to its motto of "simple, swift, cost-favourable" it is the strategic goal of DiBa to be the most attractive principal bank in Germany for its discerning customers.

Further information: www.diba.de
About NCR Corporation

NCR Corporation (NYSE:NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's ATMs, retail systems, Teradata(R) data warehouses and IT services provide Relationship Technology(TM) solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR (www.ncr.com) employs 30,400 people worldwide.

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