



# NCR PULSE BANKING

KNOW WHAT'S HAPPENING ON YOUR NETWORK  
BEFORE YOUR CUSTOMERS DO.

For more information, visit [ncr.com](https://www.ncr.com), or email [ncr.financial@ncr.com](mailto:ncr.financial@ncr.com).



## IS THE EXPERIENCE YOU OFFER YOUR CUSTOMERS KEEPING YOU UP AT NIGHT?

Enabling you to improve your network management efficiency and performance, generating increased revenue and excellent consumer experience, is why we created Pulse Banking.

### We think about consumer satisfaction too

With access to real-time network performance monitoring on your mobile device, you can ensure the delivery of an amazing customer experience anytime, anywhere.

To ensure your customers are getting the best service, all the time, you'll get metrics you can act on, like:

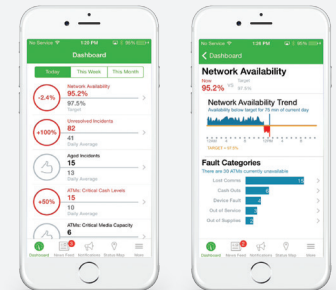
- Network availability
- Incident status
- Transaction volumes
- Critical cash and media levels
- Real-time incident status alerts
- ATMs above or below expected cash demand
- Cash order delivery status

## ARE YOU PUTTING CONSUMER SATISFACTION AT RISK?

### Network availability

NCR Pulse Banking provides real-time availability data for each ATM or self-service device.

So you'll know right away where you have a problem and what you can do to minimize any impact it will have on consumers.



### Incident management

Pulse Banking can help you understand service outages and critical incidents that could be impacting your amazing customer service.

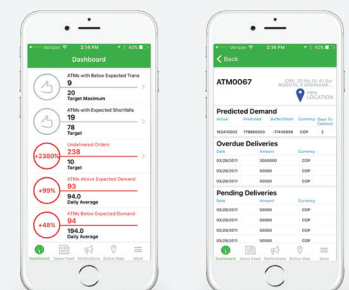
See transaction volumes and performance across the network and get early warning of potential problems.

Understand activities that have direct consumer impact such as critical cash and media levels to continue to provide unrivalled consumer experience.

### Greater Cash Visibility

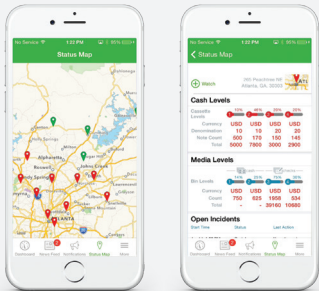
Dig deeper into your cash position with the integration of NCR Cash Management solutions, which give you near real-time cash status for each ATM.

No more missed or late cash deliveries with the alert feature for overdue cash orders.



## Submit an Incident

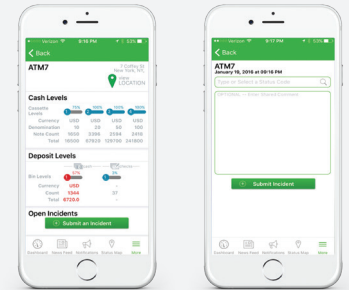
Create a service ticket directly from your mobile device, allowing you to take immediate action in resolving device outages. Submit the incident directly from the device details screen or the Submit an Incident page.



## Geographic status display

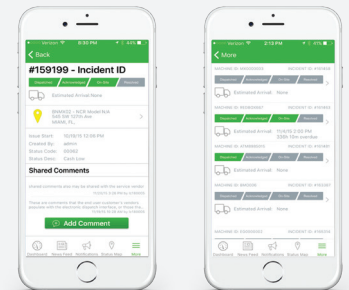
Easy, color coded icons show your network status at a glance.

Interactive, availability map allows you to drill down to a particular device in a particular location.



## Real-time Incident Tracking

Know exactly when the ticket was received, when the technician is expected to arrive and when the incident has been resolved. Add supplemental comments to the incident, providing critical details necessary to provide amazing consumer experience.



# PULSE BANKING ARCHITECTURE

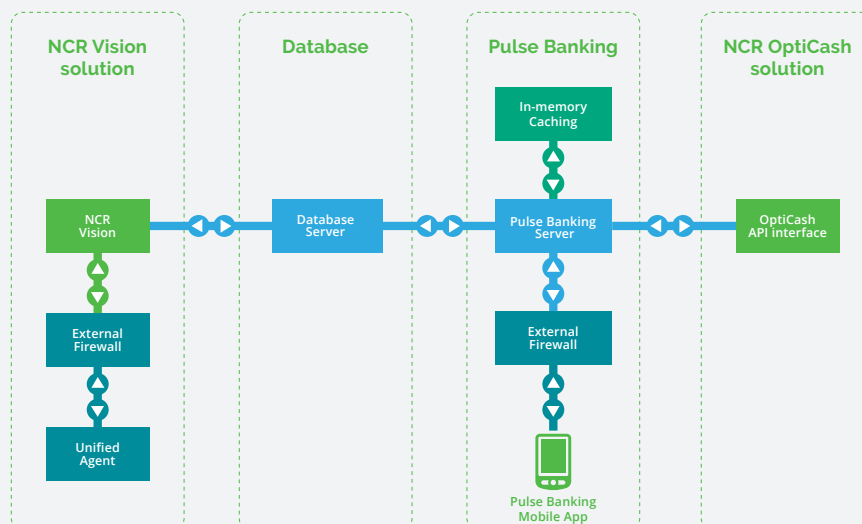
NCR Pulse Banking can be utilized with Vision, OptiCash or both. The Pulse Banking server element can be deployed on physical or virtual machine.

It is fully scalable to support additional load based consumer transaction volume.

It supports:

- Android and iOS devices
- LDAP integration and authenticates with back-end server for secure access

**NOTE:** Pulse Banking Mobile App interacts with the Pulse Banking server over webservice calls.





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## **WHY NCR?**

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NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 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 Atlanta, Ga., 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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