# NCR SelfServ<sup>™</sup> 80 **Series ATM Family Self-service Reinvention**

Inspired and designed around human senses. Offering a range of interactive and assisted services at the ATM, as well as traditional cash dispense, mixed media deposit and cash recycling capabilities.



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NCR Interactive Teller ATM install base now in excess of





reduction in branch operating costs from deployment of NCR Interactive Teller and assisted services

increase in teller availability per week in moving customers to the ATM from the teller



product sale increases directly attributed to the deployment of **Interactive Teller** 

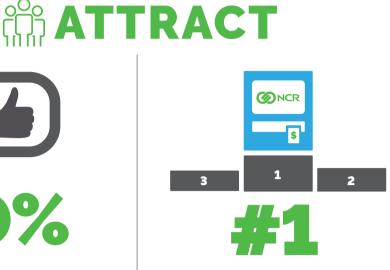


The total annual impact to financial institutions globally from not providing a good customer experience



SelfServ 80 Series earned the highest customer satisfaction rating amongst ATM users with a major North American bank

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Voted as best ATM/Self-Service experience at 2017 Bank Customer Experience Tech Award, rating highest for innovation, originality, quality, usefulness and consumer experience



more expensive for financial institutions to attract new customers than keep existing ones



The ATM is still ranked as the #1 self-service channel for interacting with a bank—even amongst smartphone users



ENGAGE



multi-touch enabled infinity displays, delivering tailored user experiences



Pre-staging a transaction on a mobile phone can reduce transaction time to less than 10 seconds at the ATM

## SECURE

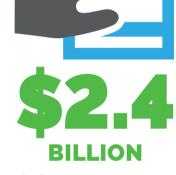








ATM attacks can cost financial institutions more than \$1,000 per ATM per year



Card skimming costs ATM deployers in excess of \$2.4 billion each year—the most frequent form of attack. Flush SPS card reader helps to combat this

In the threat of cash trapping at the ATM experienced by a major European customer since deploying the new S2 Media Dispense Module



Industry leading cash capacity of up to 25,000 notes as a dual dispense ATM functioning with 10 cassettes

#### S AVAILABLE



An improvement of 10% in ATM reliability seen with NCR SelfServ vs. NCR Personas for some customers



of 99.3% reported from some customers using new SelfServ ATMs



reduction in stocking costs for dispenser parts. A dispense module featuring 7 key





Examples seen of above a 40% reduction in service related incidents on newer SelfServ



The SelfServ 80 Series rated as the most reliable ATM range with a major North American Bank, who also reported up to 25% higher reliability along with less faults and service visits

"Every Unit Item" field replaceable units

ATMs than on ageing ATMs



#### SelfServ is the #1 ATM Family with more than 650,000 INSTALLED WORLDWIDE

As part of an NCR ATM network of over 830,000 ATMs



**#1 GLOBALLY** in multivendor ATM software applications and middleware





Digital banking platform used by more than **14 MILLION CONSUMERS** 



**300+ BRANCH** TRANSFORMATION **CUSTOMERS** served by NCR



#### **8 OUT OF 10 BEST OVERALL**

US mobile banking apps are powered by NCR

