NCR INTEGRATED MANAGED SOLUTIONS

FOR CFI

FIT-FOR-PURPOSE INTEGRATED MANAGED SOLUTIONS IMPACTS CRITICAL AREAS OF SERVICE DELIVERY FOR COMMUNITY FINANCIAL INSTITUTIONS (CFIS) TO HELP DRIVE SEAMLESS, SUCCESSFUL CONSUMER INTERACTIONS

- **Delivering world class availability and minimize failed customer interaction (FCI)**

- **Enhanced regulatory compliance while reducing security risk profile**

- **Driving revenue growth by utilizing best-in class monitoring and management for ATM networks**

The challenge that financial institutions face is how to deliver world-class customer service at the lowest possible cost while underconstant revenue growth pressures. Driving profitability requires consistent management of every element across the self-service channel. To deliver a strong return on investment, financial institutions must balance availability, transaction and interaction security, customer usage, and total cost of ownership across the ATM self-serve channel.
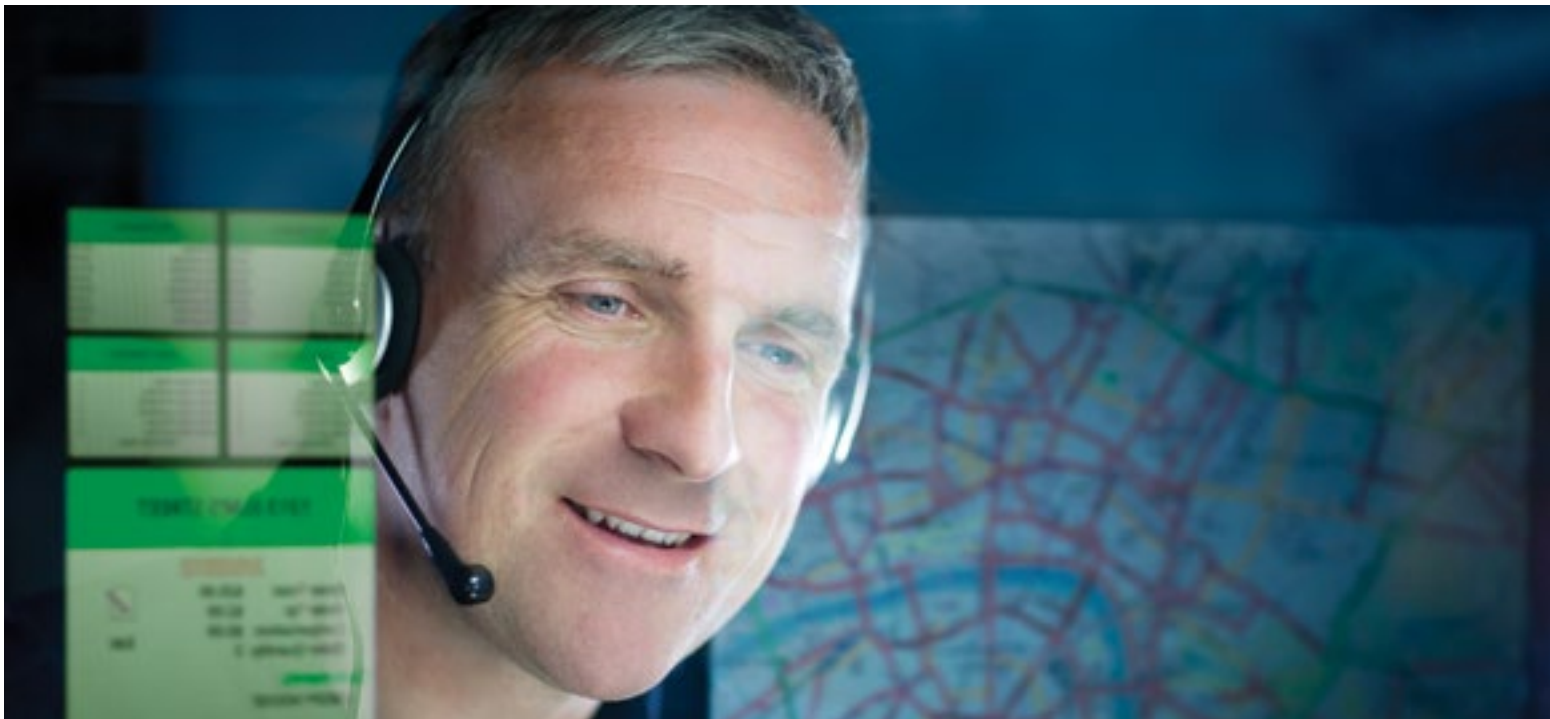
NCR's framework of Monitor-Maintain-Secure-Manage enables the solution to optimize critical components of service delivery to be outcome focused, driving higher ATM availability and lower security risk profiles.

Par	Plus	Pro	Premier
	Inclusive of *PAR* package	Inclusive of *PLUS* package	Inclusive of *PRO* package
✓ More Central KPI dashboard ✓ Automatic real time alert notification ✓ Intelligent service request creation ✓ Automatic escalations ✓ Monthly Availability reports ✓ SelfServ™ N@YS Portal ✓ Account Support	**Additional Services** ✓ Skimming Protection ✓ Microsoft OS Updates ✓ NCR APTRA™ Updates ✓ Gold disc - 2/ Year	**Additional Services** ✓ Power Conditioning ✓ Predictive Services	**Additional Services** ✓ Application Whitelisting ✓ Bios Configuration Mgmt. ✓ Service Management Office

* All packages come with 24/7 Fault Monitoring, 24/7 Remote ATM Support and 12/7 Maintenance Coverage

For more information, visit ncr.com, or email services.financial@ncr.com.

NCR

Managed Solutions Positioned to Succeed

NCR Integrated Managed Solutions bundles are developed to meet your expectations on ATM network availability and security at a price to meet your budget. Our sales consultants will work with you to find a Fit-For-Purpose solution that best serves you and your customer.

Monitor

Oversee your ATM network to detect (and predict) faults. 7X24 coverage for monitoring ATM status. Single point of contact to initialize and escalate ATM operational service requests.

Secure

Know that your ATM network and your customers are protected with industry leading security infrastructure, tools, and best practices.

Maintain

Ensure the basic health of your ATM network with reactive service and backup management. NCR does this by using the best-in-class tools and certified people leveraging industry benchmarked processes.

Manage

Manage your ATM network with a suite of carefully designed and executed ITIL-based environment, set-up, problem and account management activities.

WHY NCR?

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 Duluth, 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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