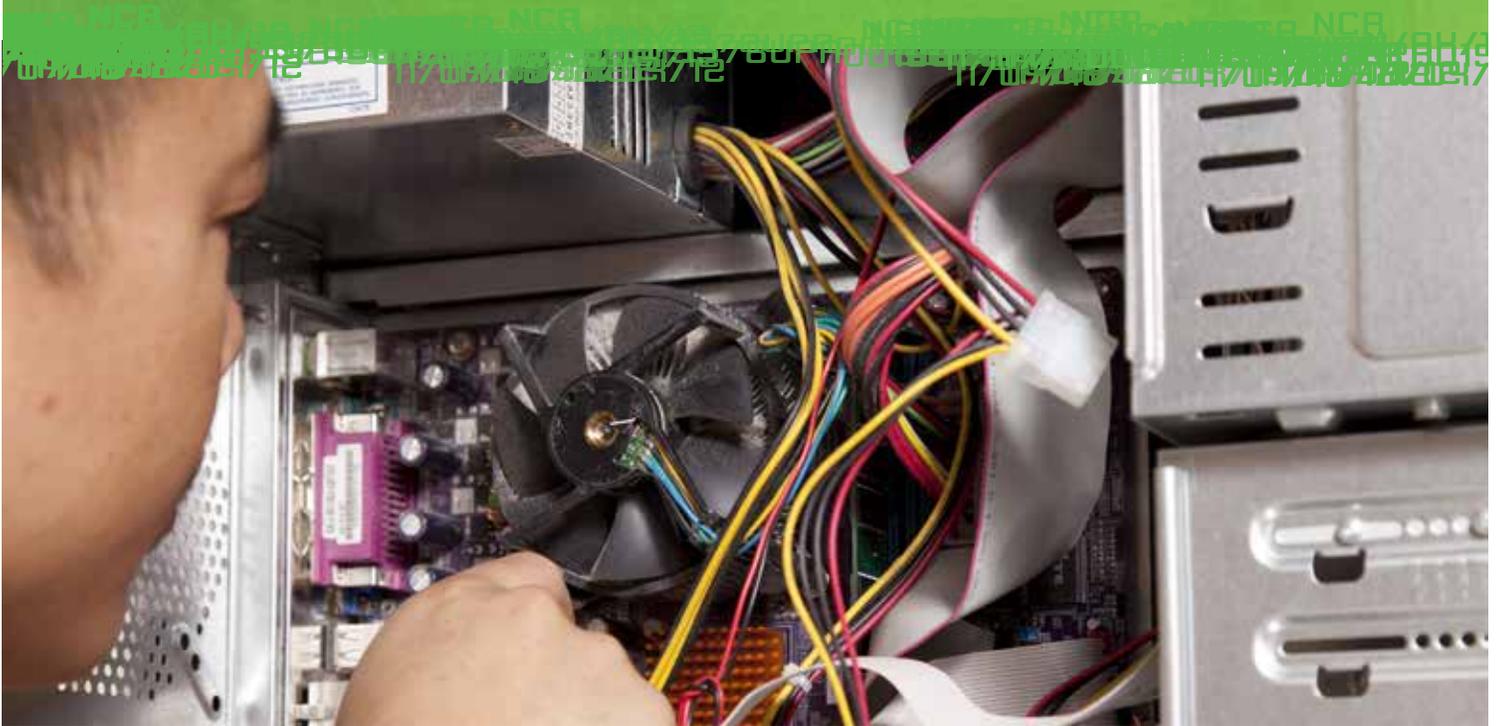# I AM NCR SINGLE LINE MAINTENANCE (SLiM)
Combined first and second line maintenance

Simplify your ATM maintenance and improve availability with SLiM

ATMs are not foolproof—they occasionally need maintenance, and who provides this maintenance can vary based on the level of complexity and time requirements. Often the bank staff is responsible for First Line Maintenance—solving basic problems, like fixing paper jams, changing ink, etc. At the point that it requires a tool or part to fix (Second Line Maintenance), you turn to your maintenance provider. We now have a solution for any problem resolution in one single partner. NCR Single Line Maintenance (SLiM) provides a cost-effective approach to managing your ATMs. SLiM aggregates the First Line Maintenance (FLM) and Second Line Maintenance (SLM) into a single service provider simplifying the Bank's internal operating processes and lowering the overall TCO.

Lowers overall operating cost:
- Single contract—simplify procurement process
- Eliminate need to process multiple invoices
- Single point of contact for all calls--"single point of ownership"

Increase ATM availability:
- Reduce repetitive FLM calls caused by CIT companies
- Eliminate waiting caused by dual meets
- Simplified reporting and analytics

For more information,
visit **ncr.com/Financial,** or email the NCR Sales team at **Services.Financial@ncr.com.**

Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 485 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, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

Key features

- First Line Maintenance ("FLM"): solving basic problems that do not require specialized parts or tools
  - Retrieving/Clearing jammed cards (place in tray)
  - Restock consumables that are on site
  - Clean ATM
  - Check functional operation of printers
  - Check the transports are clear and functioning
  - Check depository operation
  - Replace burned out lights that are on site
  - Check environmental conditions
  - Check phone operation if present

- Second Line Maintenance ("SLM") Services consist of remedial hardware maintenance, replacement parts, preventive maintenance, and engineering changes necessary to keep the ATM in Good Operating Condition

- Provided with a single contract for ease of SLA management

- Available in either dual control or single control models