

I AM THE NCR FIRST LINE MAINTENANCE SERVICES



Maximizes your network efficiency

NCR First Line Maintenance Services delivers improved ATM uptime regardless of manufacturer through the dependable resolution of basic service disruptions such as card, paper and currency jams. Even sophisticated technology can suffer from the most unsophisticated problems. NCR First Line Maintenance Services is dedicated to ensuring those problems don't damage the level of convenience and quality of service you provide to your customers.

Manage your costs more effectively

When combined with NCR Second Line Maintenance, NCR First Line Maintenance enables you to drive higher levels of availability for your customers and make it easy for you to manage your budget through predictable service costs and reduced or eliminated out-of-scope charges.

Assurance that the root cause of a problem is resolved

NCR's Self-Service Diagnostic Gateway (SSDG) is available with NCR First Line Maintenance Services and reduces the need for service visits by providing enhanced information on the root cause of the call. This provides you with the highest availability possible, helping you to drive higher transaction revenue and customer satisfaction through increased uptime.

For more information, visit www.ncr.com, or email 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 550 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 over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

Assisted remote resolution delivers faster solutions

SSDG increases the number of calls that can be remotely resolved, enables the system to eliminate duplicate and cancelled calls and increases the accuracy of calls requiring re-routing to other service providers. For example, out-of-cash calls are immediately re-routed to the cash provider instead of NCR dispatching a service technician to the site and discovering the issue, saving you valuable ATM downtime. Working together, NCR can help you to lower your total number of first line calls, which will increase ATM availability and lower your costs over time.

Increased productivity with streamlined operational procedures

Simplify your servicing by benefiting from one point of contact that delivers clear service accountability, accurate dispatching and consolidated billing for all your maintenance services.

Faster, simpler, and more cost-effective service

Each ATM is installed with a full audit trail electronic lock to ensure that cash balance discrepancies can be easily traced to the source without the need for vendor meets when safe access is required.

Fast and efficient fault resolution

NCR First Line Maintenance Services returns your ATMs to service quickly by clearing all card, paper, currency, receipt and audit roll jams.

Proactive and preventive problem resolution

Checking the transports, receipt, journal and depository printers and printer ribbons, while on site for a service call reduces the chance of later service disruption.

Flexibility to tailor service with comprehensive options

NCR offers various coverage and Service Level Agreement (SLA) options, enabling you to tailor service coverage to achieve the desired level of availability. This will lower your total operational costs by decreasing out-of-scope call billing.

Key features

- SSDG and SSDG+
- Single point of contact
- Safe access audit trail
- Remote problem resolution
- Proactive and preventive operational checks
- Flexible service levels

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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