



NCR **MANAGED SERVICES**

ELEVATE YOUR CUSTOMERS' ATM EXPERIENCE
WHILE REDUCING HASSLE AND COST

For more information, visit ncr.com, or email services.financial@ncr.com or call +1-404-649-0769.



Managing your channel can be extremely time consuming, particularly for branch staff. Done poorly, it could lead to failed consumer transactions, a bad customer experience and potentially lost revenue. Fortunately, NCR Managed Services is here to help ensure your estate availability through exceptional service, to help you ensure an exceptional customer experience every time.



ENSURE PEAK PERFORMANCE YOUR CUSTOMERS WILL APPRECIATE WITH NCR INCIDENT MANAGEMENT AND MONITORING SERVICES

NCR's Incident Management and Monitoring service proactively manages your ATM uptime, with a focus on driving maximum ATM availability. You will have access to a single point of ownership, dedicated to ensuring your ATM incidents are being managed from fault to resolution.

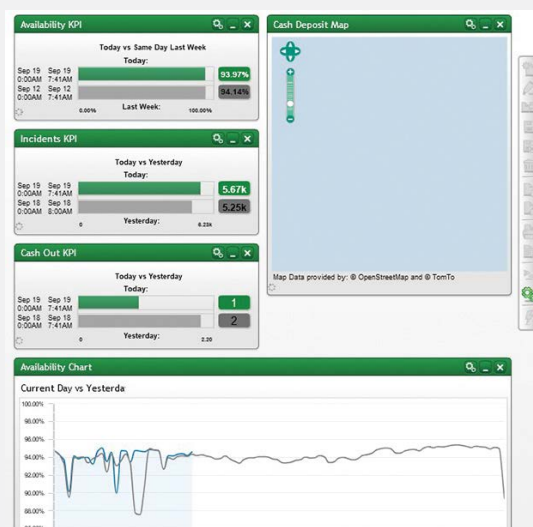
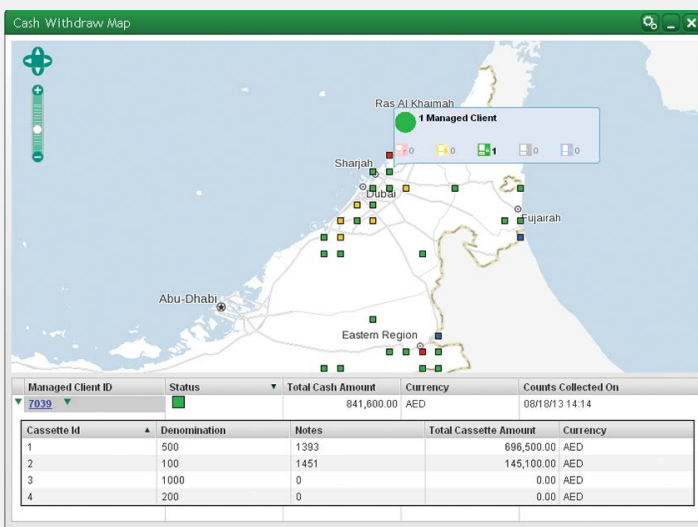
Key Features:

- Single point of ownership and incident accountability
- Automated dispatch of Customer Engineers with the right parts
- Machine-to-machine and human-to-machine remote resolutions
- Incident escalation as appropriate to ensure SLA attainment
- Inputs into performance reporting and continuous improvement
- Reporting, business reviews and more
- Escalation processes follow best practices for maximum efficiency

Benefits for your business

- It frees branch staff to focus on other priorities, such as providing service to customers
- It helps you drive maximum availability via seamless and proactive management of your ATM network uptime
- It enables the transformation of the branch to the channel without impacting the customer experience

NCR Vision Dashboard



OPTIMIZE THE CASH IN YOUR NETWORK WHILE REDUCING COSTS WITH NCR MANAGED CASH SERVICES

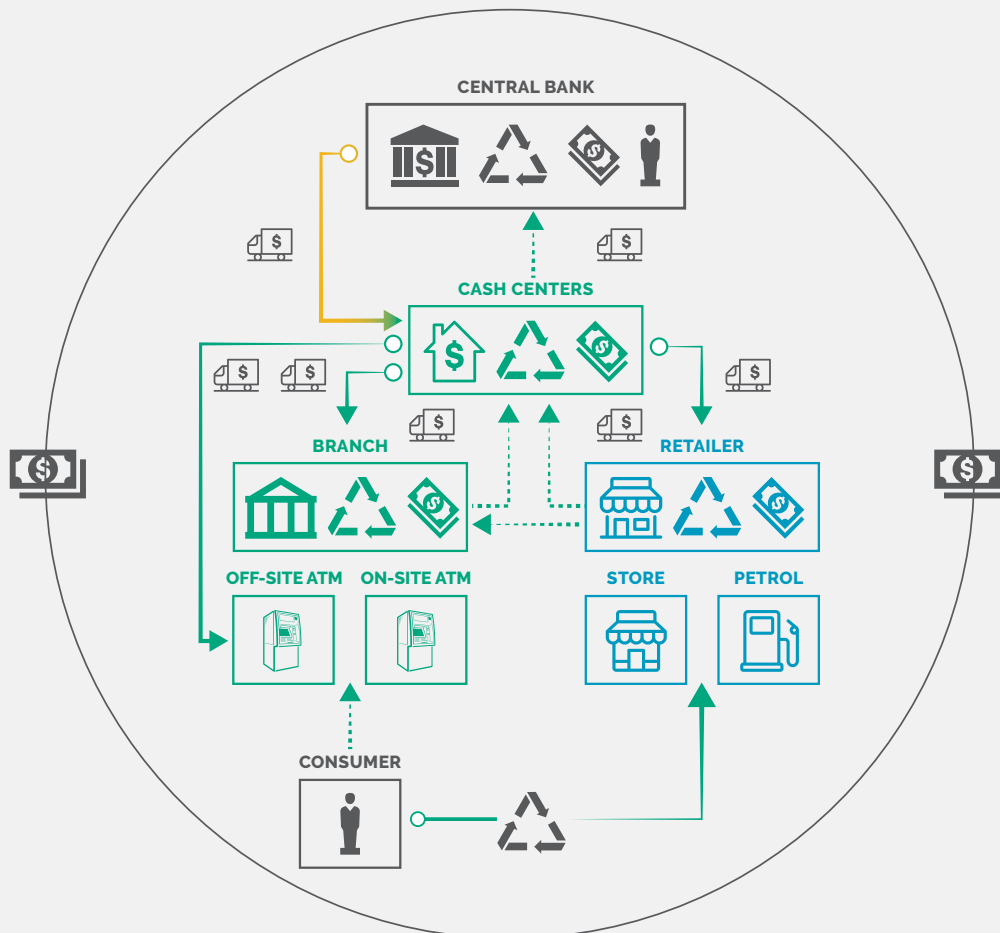
With cash moving through an increasing number of locations, including ATMs, branch locations or vaults, maintaining your network's cash availability is vital to a positive customer experience.

Optimizing your cash levels is a balance of meeting customer demand at the lowest possible cost—something you can achieve with NCR Managed Cash Services.

Using its built-in modelling feature, we'll help you forecast future cash demand and replenishment requirements for each cash delivery, while the optimization engine plays a key role in keeping a balance between cost and meeting customer cash demand requirements across your ATM, branch and vault network.

Benefits for your business

- You'll drive down cash distribution costs and comfortably meet cash demand
- Branch staff can spend less time handling cash ordering activities
- You'll ensure great customer experiences by eliminating cash-out situations



OPTIMIZE YOUR NETWORK AT A GLANCE WITH THE NCR PULSE BANKING DASHBOARD

Improving your network performance, revenue and customer experience has never been easier, thanks to the NCR Pulse Banking Dashboard.

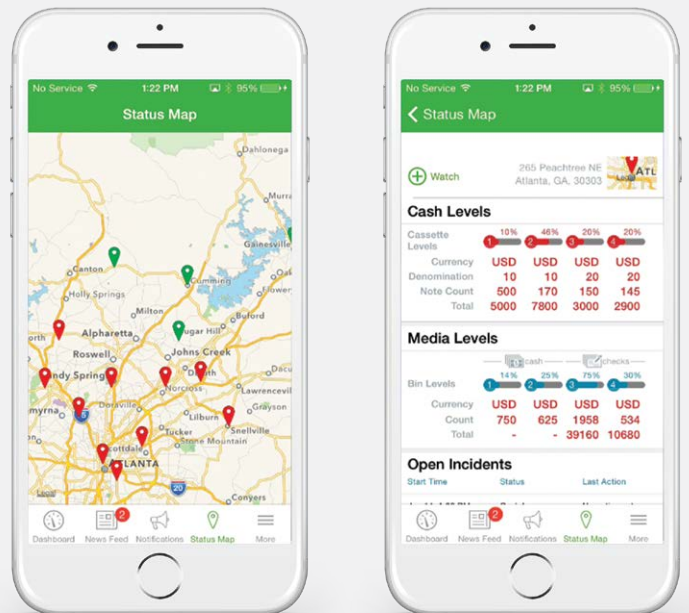
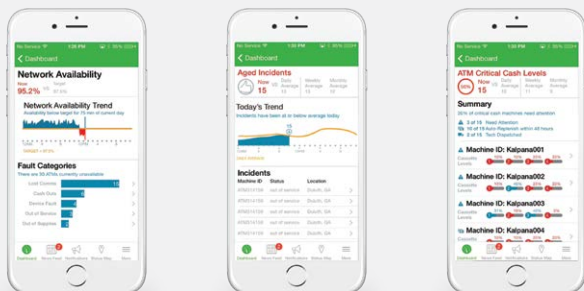
Offering “always on” access right on your mobile device, it connects you to real-time network performance monitoring that helps you ensure you’re delivering an amazing customer experience anytime, anywhere. It does this by giving you access to key metrics that you can act on, including:

- ATM network availability
- Incident status
- Transaction volumes
- Critical cash and media levels
- Real-time incident status alerts
- Cash order delivery status
- ATMs above or below expected cash demand
- Monitoring transaction volumes against benchmarks

Pulse Banking is an excellent complement to your NCR delivered Managed Services for event and cash monitoring. With information presented in an easy layout, you’ll always be in touch with your ATM estate’s performance.

Benefits for your business

- It gives you real-time ATM network status updates in a simple format to help you make rapid decisions
- Your ATM configured benchmarks provide transaction trending visibility in real-time
- It gives you more ease and mobility in managing your daily operations



SECURE YOUR NETWORK AGAINST THREATS AND REDUCE RISK WITH NCR MANAGED SECURITY SERVICES

Malware, black box attacks, zero day attacks and other threats are increasing in frequency and sophistication worldwide. Secure your network and provide peace of mind for your customers with NCR Managed Security Services.

Providing a holistic, multi-layered approach to security, this managed service portfolio offers you the opportunity to stay protected against the threats facing financial institutions and ATM networks today.

Managed Security Services

ATM End Point Security

NCR's ATM EndPoint Security helps secure your ATM channel and access process reporting to satisfy PCI and risk auditors — through the service, NCR provides a secure means to control. Our best in class processes are based on the Solidcore Suite delivered in a managed service model. Your ATM software is protected from unauthorized code execution and modification. It uses "white-listing" technology, offering total protection and comprehensive, transparent security.

Key Features:

- Prevent unauthorized software from executing on the ATM
- Prevent unauthorized software updates or modifications
- Monitoring for unauthorized code update or execution and notify bank for investigations

Benefits for your business

- It gives you peace of mind that your ATM network is secure and compliant
- It helps prevent fraudulent activity by ensuring regular updates and governance
- It's managed remotely and during the most convenient time to avoid impact to customer transactions

Software Distribution

NCR Software Distribution Services provide a cost-effective way to identify, distribute and install appropriate updates on your ATMs, and provide documentation to support your compliance audit.

- Windows Security Update Management
- Application Update Management
- Campaign Management
- Secure BIOS Update Management

Key Features:

- Aids in PCI compliance
- Easy to implement
- Centralized distribution
- Scheduled distribution processes
- Secure network without the burden of maintaining the infrastructure
- Mitigate the risk of fraudulent activity at the ATM
- Accurate and timely reporting for audit support

IMPLEMENT A COMPLETE ATM SOLUTION FOR A SINGLE MONTHLY FEE WITH NCR ATM AS A SERVICE

Deliver the innovative, expanded ATM services your customers want, while conserving your capital and consistent budgeting capabilities, with NCR's ATM as a Service solution.

It enables your financial institution to address cost, complexity and compliance challenges through the provision, delivery and management of industry-leading ATM hardware, software and service solutions — all for a single, cost-effective monthly payment.



**TCO
Reduction**

**Capex
to
Opex**

**Business
Flexibility**



**Availability
Outsourcing**

Benefits for your business

- You'll reduce costly upfront expenditures and conserve your working capital
- It offers you built-in lifecycle asset management with easy upgrades to existing leased assets
- You'll avoid potential book loss and unnecessary end-of-life costs, including data destruction, product disposal, HIPAA compliance
- You now have a consistent operational spend with no surprises or additional costs
- You can offer the latest in innovative ATM features and functionality that help keep your customers happy





CONTACT US AT [NCR.COM](https://www.ncr.com) TODAY

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 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.

NCR Corporation
864 Spring St NW
Atlanta, Georgia 30308

All brand and product names appearing in this document are trademarks, registered trademarks or service marks of their respective holders.

© 2018 NCR Corporation 091718-FM-SERV-0918 [ncr.com](https://www.ncr.com)

