

I AM NCR COMMAND CENTER



Manage multi-site IT operations from a single screen

NCR Command Center is a remote monitoring and diagnostic tool that provides you with unprecedented control over IT operations. Use Command Center to acquire real-time updates on the status of hardware and software. This powerful, secure hosted application enables you to troubleshoot and solve issues rapidly, before they impact site operations and the customer experience. Benefits include:

Instant visibility into system performance

Use Command Center to monitor all site systems in real-time. Receive automated alerts when issues do occur, enabling you to take immediate action.

Rapid resolution of technology issues

Command Center provides powerful support features, allowing remote technology teams to diagnose and solve problems without taking over site servers and terminals. As a result, your business can continue providing exceptional, uninterrupted service to your customers.

System design strengthens security

Command Center helps protect your technology operations with multi-factor user authentication, security alerts and audits, and encrypted, outbound-only communications. In addition, automatic security updates assist you to ensure that your systems are always protected against the latest threats.

For more information,
visit www.ncr.com, or email retail@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.

Strengthened user accountability

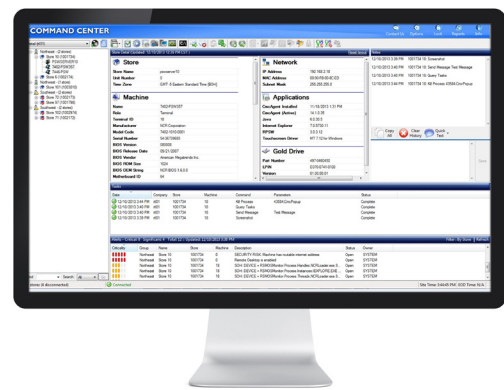
Command Center provides leading identity and access management, including several options for multi-factor authentication, such as RSA SecurID® devices that identify users and provide a one-time logon code; SMS, app-based, individual accounts, which tailor system and data access to user roles; and audit reports, which identify any actions taken by individual users.

Ongoing updates enhance functionality

Command Center updates security and functionality automatically, synchronizing changes at each site. Ongoing updates give you access to the latest features and reduce the strain on technology staff.

Rapid ROI from hosted support

You'll reap a high ROI from Command Center by minimizing technology issues, preventing operational disruptions, and thwarting security breaches, which can result in costly reputational damage and high fines.



Key features

Product features

- Hosted application with real-time monitoring, multi-site server and terminal operations
- Proactively resolve problems remotely
- Automated file system access and file transfer capability
- One-click secure access to site systems, configuration, and status of resources
- Company-wide view for POS, Kiosks, Self-Checkout and back-office machines
- Key support actions at the press of one button
 - Perform queries
 - Manage processes
 - Transfer files
 - Receive alerts
 - Obtain screen shot
 - Remote command interface
- VNC® remote control access
- Site screen shot

- Site level "chat" capability
- Remote reboot
- Password management

Security features

- Security protocols include multi-factor user authentication (using RSA SecurID devices, SMS or app-based), centralized user management, security alerts and audits, and outbound, encrypted communications
- Audit reports detail all Command Center actions taken at a site and which user initiated them
- Grant users only the access they require to perform their jobs and remove former users instantly to maintain system security
- Automatic security and feature updates keep system functioning at an optimum level
- Can be configured for firewall-friendly ports

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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