



OPEN
24
HOURS

ATM

MAINTENANCE CASHIER

NCR Maintenance Services

MORE RESULTS

What is Maintenance Services?

Achieving world-class availability across your ATM network allows you to serve more customers at each ATM. This makes your existing ATMs more profitable while providing improved customer service. NCR Maintenance Services are an investment in the profitability of your self-service channel rather than an insurance policy against failure.

Since consumer convenience is at the heart of self-service, ATM availability must be defined and managed from the consumers' point of view. To consumers, an ATM is only available when they can complete their intended transactions. In turn, those completed transactions drive transaction revenue and decrease customer churn. NCR Maintenance Services provide value through improved ATM availability.

Consumers are only interested in services' results, not in response time. A fast but ineffective service response is irrelevant to them. NCR Maintenance Services are designed around the quick resolution of incidents rather than solely a quick response time. Whenever possible, incidents are resolved remotely without sending a technician to the ATM. When a technician is needed, remote diagnosis enables NCR to send the right person with the right parts who can resolve the incident on the first visit.

To this end, combining First and Second Line Maintenance Services from NCR is very powerful. First and Second Line repairs require vastly different skill sets, tools and parts. Contracting both First and Second Line Maintenance Services from NCR ensures the right person is dispatched the first time, eliminating confusion and wasted time.

A recent case study showed that when NCR took on First Line Maintenance (FLM) from a Cash-In-Transit company (CIT), the bank saw dramatic cost savings and availability increased.

In fact, a staggering 33% of all FLM calls to the CIT were ineffective, due to;

- Problem not fixed the first time.
- Unresolved calls needing SLM (these calls were double charged as well when the CIT escorted NCR on the SLM call).
- Vendor confusion-unnecessary calls that should have gone to the SLM vendor first.

The charges associated with those ineffective calls combined with the cost of the SLM escorts and 1% availability loss came to just under \$900,000 a year.

NCR Maintenance Services are tailored to meet your availability goals. We know that not all your ATMs are equal in terms of availability. Your busiest ATMs generating the highest interchange revenue must be more available than those doing less business for you. Flexible coverage options plus flexibility in scope of service is key to delivering maximum availability. NCR Maintenance Services ensure that your ATMs are protected against technology changes and emerging standards. As technology advances, field retrofits improve ATM performance and safety over time.

Finally, NCR Maintenance Services deliver peace of mind. NCR Maintenance Services allow you to focus on your core business while we focus on ours: self-service availability. With over 25 years in this business we certainly know ATMs, ours and our competitors! NCR Maintenance Services are not limited to NCR ATMs. We will maintain and manage all of the ATMs in your network, regardless of manufacturer.

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What is Second Line Maintenance Service?

NCR Second Line Maintenance Service delivers improved hardware uptime through both preventative and responsive maintenance as well as managed technology upgrades. Your ATMs provide your customers with the most convenient way to do business with you. Intensive use, constant exposure to the elements, vandalism as well as changing technology all take their toll on the effectiveness of your self-service channel over time. But your customers' expectations stay the same: they expect reliable, consistent service without disruption.

Increasing the performance of your ATMs increases your level of service to your customers without stressing your other resources. Availability equates to increased profitability and loyalty from those valued customers to whom the ATM is your brand. NCR Second Line Maintenance Service delivers expert people, continuously improving processes and state-of-the-art tools to ensure your ATM hardware uptime is maximised.

Second Line Maintenance Service offers:

- **Remote problem resolution.** Remote hardware diagnosis and resolution: NCR technical specialists deliver the fastest possible fix time.
- **Responsive hardware maintenance.** Combines remote diagnostics with well trained, on-site experts to resolve issues quickly during agreed hours of coverage, using approved parts.
- **Preventative maintenance.** Scheduled maintenance and hardware upgrades pre-empt hardware faults and keep older equipment operating at peak effectiveness.
- **Multi-vendor maintenance.** One trusted service provider is responsible for maintaining all of the ATMs in your network.
- **Comprehensive service options.** Flexible coverage and response times tailored to your business needs.

What is First Line Maintenance Service?

NCR First Line Maintenance Service delivers improved hardware uptime 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's service is dedicated to ensuring those problems don't damage the level of convenience and quality of service you provide to your customers.

As an upgrade from Second Line Maintenance, NCR First Line Maintenance Service enables you to drive even greater total availability for your customers than standard maintenance alone.

NCR's new, flexible First Line Maintenance Service options make it easy for you to manage your budget through predictable service costs and reduced or eliminated out of scope charges. 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.

First Line Maintenance Service offers:

- **Single point of contact.** Delivering clear service accountability, accurate dispatching and consolidated billing for all your maintenance services.
- **Safe access audit trail.** Each ATM is installed with a full audit trail electronic lock.
- **Fault resolution.** Returning your ATMs to service by clearing all card, paper, currency, receipt and audit roll jams.
- **Operational checks.** Checking the transports, receipt, journal and depository printers and printer ribbons reduces the chance of later service disruption.
- **Flexible service levels and pricing options.** Offers designed to lower your costs while decreasing out of scope call billing.

Why NCR?

- NCR provides a total solution from hardware research and development through to performance improvement of your installed base.
- Services are designed to reduce call rate, improve availability and deliver a positive return on investment.
- NCR will drive incremental performance improvement by combining service offers.
- NCR will maintain all ATMs in your network, regardless of manufacturer.

NCR is 100% committed to helping our customers improve their profitability through self-service. NCR has a huge investment in financial self-service.

As your service partner, NCR is continuously enhancing the flexibility of its service delivery in order to make us easier to do business with.

NCR personnel have over 25 years of ATM knowledge to draw upon to resolve your incident. Our parts logistics, delivery systems and tools ensure that your ATM channel is at its most effective, delivering world-class availability to your customers and enabling you to focus on your core business.

Wherever you are in the world, you are guaranteed to have highly trained, local NCR experts dedicated to and accountable for high performance of your network.

NCR's extensive support infrastructure is available to you through a simple phone call, mouse click or direct connection. You can track your incident status real time through NCR @ Your Service™.





Contracting both First and Second Line Maintenance Services from NCR ensures the right person is dispatched the first time, eliminating confusion and wasted time.

The Results

What results will NCR Second Line Maintenance service deliver?

- ↗ First time fix with remote diagnosis - sending out the right person with the right parts the first time.
- ↗ Improved revenue opportunities with typical availability increases of 2% - reaching best in class hardware uptime of over 98%.
- ↗ Increased average interchange revenue of \$350,000 per 1% performance improvement in a 2,000 ATM network.
- ↗ 4,000 fewer disappointed customers each day in a 2,000 ATM network per 1% availability improvement.
- ↗ Over 16,000 local service experts on call to deliver 24-hour response.

What results will NCR First Line Maintenance service deliver?

- ↗ Reduced costs of up to \$135,000 per year with first time problem resolution.
- ↗ Reduced costs of up to \$200,000 per year by combining NCR First Line Maintenance with NCR Second Line Maintenance - removing the need for 2 parties to attend your ATMs.
- ↗ As much as 50% reduction in overall service calls by using NCR First Line Maintenance as opposed to a third party or Cash-In-Transit company.
- ↗ Increased average interchange revenue of \$350,000 per 1% performance improvement in a 2,000 ATM network.

MORE ↗ RESULTS



NCR Corporation, 1700 South Patterson Boulevard,
Dayton, Ohio, 45479, USA

www.ncr.com

www.self-service-touchpoints.com

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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