



# ATM Software Maintenance and Support Service

- **Integrated solution support**
- **Single point of contact**
- **Priority attention**
- **Greater availability**

NCR's **ATM Software Maintenance and Support Service** effectively manages your increasingly complex ATM software to maximize your self-service channel availability.

## **Availability to match customer demand**

The increasing range of services your ATMs can provide requires ever more complicated software. And for your channel to deliver all the services your customers demand, that software has to be fully functional all the time.

Because if your customers can't use your channel to gain access to your services then you are letting them down. And it's not just customers - disabled software will cost you transaction revenues, too.

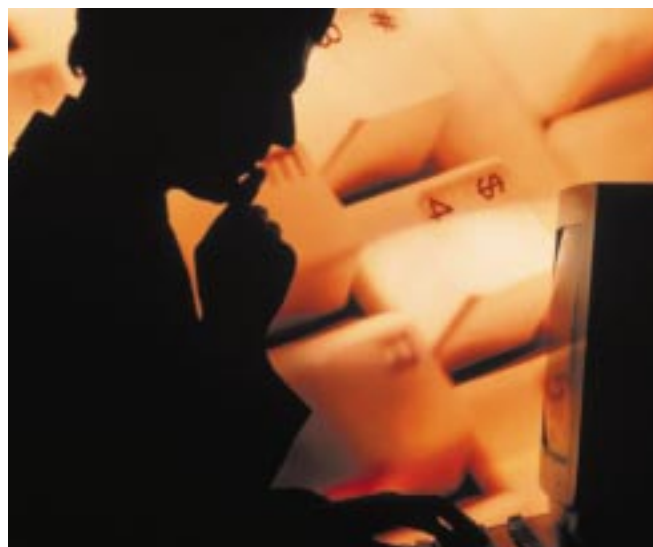
With NCR's **ATM Software Maintenance and Support Service** you can optimize ATM availability, making sure your channel delivers at its greatest capacity - for you and your customers.

## **Expertise to cope with complex problems**

As the services you offer through ATMs have diversified, the software you rely on for service delivery has become more and more sophisticated. Running Windows operating environments and delivering Web access are a lot more complicated than just distributing cash and require more complex software.

More complex software means the difficulties of maintaining ATM availability are greater than ever before, at the same time as banks' internal resources are becoming increasingly focused on other tasks.

With NCR's **ATM Software Maintenance and Support Service**, however, you will be able to rely on our extensive knowledge, systems expertise, and our ATM software development experience to keep your self-service channel working.



## **Fast and effective software maintenance**

NCR will deliver end-to-end management of all software-related issues quickly and effectively in a straightforward way. So you'll hardly notice that an ATM has been out of service - nor will your customers.

Our one-hour response time for remote support assistance means that ATM downtime, and the costs it generates, are kept to a minimum.

And with our software patch releases we can deliver a first time fix every time.

NCR will even keep you up-to-date with the latest software releases, knowledge, and user training by upgrading and updating the software your self-service channel currently supports.

## **ATM Software Maintenance and Support to suit your needs**

NCR has the breadth of skill necessary to take care of all your software maintenance and support needs, giving you a single point of contact to simplify channel management and keep your administration costs down.

# ATM Software Maintenance and Support Service

Our **ATM Software Maintenance and Support Service** will ensure that you get the most from your self-service channel. That's why it's you that defines the priority of your software maintenance and support needs, ensuring that your ATM software is fixed in the order that makes the best business sense for you.

## Improve your service availability

With NCR's **ATM Software Maintenance and Support Service** you will be able to make the most of ATM investments. However complicated the services you provide, our staff have the technical capacity to deliver swift and effective solutions for all your software needs.

You will be able to rely on your ATMs delivering the services your customers expect. And with our ability to deploy releases and new software, you will even be able to surpass those expectations.

NCR's **ATM Software Maintenance and Support Service**: maximizing service availability across your entire self-service channel.



Contact us now  
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or visit  
[www.ncr.com](http://www.ncr.com)

## Self-Service Professional Services

*With over 25 years of worldwide experience in self-service solutions, NCR's Professional Services consultants will integrate technology with your company's people, processes, information and systems.*

### At your service, for your self-service

*NCR's industry leading technology, products, tools and expertise offers more result driven solutions than any other provider in the market. This is achieved through in depth consultancy – from self-service business consulting, solution design and development through to post-implementation support and training.*

*This superiority has grown from our profound understanding of consumer, business and technical dynamics within self-service. It extends across detailed self-service business consultancy and technical services to address your self-service strategy, application development, technology integration and networking needs.*

*Combining global reach with a personal approach, NCR's Professional Services combine superior technology with tailored services, throughout the life of any project. Which means that the return on your investment will be maximized through the work of the most competent and experienced industry professionals in the world.*

## NCR's Professional Service offers include:

- **Business Consulting**
- **IT Consulting**
- **Systems Integration**
- **Application Development**
- **Project Management**
- **Customer Education & Training**



Transforming Transactions  
into Relationships

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