



NCR Command Center Solution Provides Greater Control and Enhanced Management for Retail Technology Platforms

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SaaS-based technology remotely monitors health of self-checkout and point-of-sale systems in real time on PCs and mobile devices

DULUTH, Ga.--(BUSINESS WIRE)--Jan. 9, 2014-- [NCR Corporation](#), the global leader in consumer transaction technologies, today announced NCR Command Center, a software-as-a-service (SaaS) solution that provides secure, multi-factor user authentication for managing NCR retail technology platforms. The solution gives retailers real-time monitoring, alerts and remote diagnostic capabilities.

NCR Command Center provides retailers and NCR support services with new and enhanced resources to monitor and proactively resolve problems remotely. The tool is available on supported NCR systems and enables more up-time and fewer site visits by technicians which increases lane availability and enhances the shopping experience.

"Remote support of site systems traditionally involved a trade-off between ease-of-use and security. NCR Command Center provides powerful support tools to simplify life at the site and enforce strict security measures for who has access and what tasks they can perform," said Jimmy Frangis, vice president of services operations, NCR Retail. "The implications for lowering costs and inconvenience from retail systems outages are tremendous since many can be avoided or greatly diminished through proactive monitoring."

Proactive, remote monitoring creates optimal service levels

NCR Command Center is a dynamic support tool enabling enhanced levels of service for retail systems, actively monitoring the status of each server and terminal in real time. Proactive alerts allow many issues to be resolved before they impact operations, allowing staff to focus on store operations and customer service.

NCR hardware and software solutions have been engineered to provide data output that directly supports NCR Command Center. The NCR retail platform software and device firmware generate events and tallies that feed the tool and its proactive nature. Management and services personnel can link with any device, receiving an immediate view of its 'health' .

Technicians can also conduct other activities such as queries, transferring files and patch updates at the press of a button. Store managers also have a real-time window into store performance issues including interventions.

Other key features of NCR Command Center include multi-factor user authentication, outbound-only connections, audit reporting, version-managed application and a centralized user environment.

NCR Command Center Suite for Retail

The NCR Command Center solution is a key component of the NCR Command Center Suite for Retail. This suite consolidates existing NCR tools and industry-leading service innovation with enhanced remote service management capabilities.

"NCR has experienced success with our NCR Predictive Services offering and we continue to evolve the service model by enhancing our remote capabilities and increasing off-site resolution to increase lane availability," said Roger Farmer, director of customer services, NCR Retail. "NCR Command Center Suite for Retail is the most advanced collection of tools currently available to remotely monitor and update retail systems."

The NCR Command Center Suite for Retail includes a remote management package with NCR Command Center, global help desk services, software distribution, predictive services and security management. The suite also includes a performance monitoring package that scans the back office, network and store front-end for outages and automatically routes calls to the NCR customer care center for remote resolution or automatically dispatching a service provider.

Management features also include a NCR Command Center app for smartphones or tablets allowing staff instant access to the state of an IT enterprise. Additionally NCR@YourService provides a web portal to create, update and monitor NCR service requests and other service related features.

To learn more about NCR Command Center and the NCR Command Center Suite for Retail, visit the NCR booth #3005 at the National Retail Federation Big Show Expo in New York City (January 13-14).

About NCR Corporation

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 450 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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Source: NCR Corporation

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