



## Unify Customers to Benefit from Expanded Field Service and Customer Support with NCR

January 16, 2014 at 8:00 AM EST

*Agreement taps NCR broad service network and communications expertise to support Unify's growing customer base in North America*

RESTON, Va. & DULUTH, Ga.--(BUSINESS WIRE)--Jan. 16, 2014-- Unify, formerly known as Siemens Enterprise Communications, and [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, today announced an agreement that provides Unify customers with expanded field service and support throughout North America. Under the agreement, NCR, through its Telecom & Technology line of business, will provide on-site hardware maintenance and support services that cover Unify's voice and unified communications solutions.

Unify said its existing and new customers would immediately benefit from access to the more than 2,400 NCR badged services professionals in North America, including more than 1,200 IP telephony-trained technicians. NCR will provide onsite technical support services for all Unify customers, including moves, adds and changes, and various non-complex installation tasks.

"This is an important move by Unify in North America," said Marty Parker, co-founder and principal analyst, UniComm Consulting. "OpenScape UC software was one of the first robust UC platforms to be available for cloud-based delivery, and the agreement with NCR complements that strength with a proven support delivery organization. This type of disruptive change has the potential of expanding the Unify position with existing as well as new customers."

Under the agreement, Unify will drive all customer relationship management, including escalation management. As a result, Unify customers will experience no changes in how they call for support or in the way in which billing occurs, while benefiting from a standardized on-site support experience and access to a larger workforce of Unify-trained technicians. Unify said it would continue to perform all remote support, diagnostics, and troubleshooting activities. In addition, Unify will retain a team of dedicated Unify-badged technicians to provide additional assistance and onsite expertise for customers when required.

"The new service agreement with NCR will dramatically improve access to field service technicians across North America, provide a more consistent service experience, and deliver additional value and peace of mind to our customers," said Paul Comeau, senior vice president, Services for North America, of Unify. "We chose to partner with NCR as they will provide Unify with a flexible support capability with unmatched coverage, and because of their stellar reputation for customer focus and service. The agreement comes at a good time, providing 'future-proof' service capabilities as our customers and Unify continue transitions toward more software-based communications and collaborations technologies."

"The combination of NCR's deep domain experience in IT services and telecommunications was a perfect fit for Unify and instrumental in our selection," said Sophia Williams, vice president and general manager, Telecom & Technology line of business, NCR. "NCR's service management capabilities and infrastructure, our broad multi-vendor capabilities, and our global reach and scale continue to deliver exceptional value to our customers."

### About Unify

Unify—formerly known as Siemens Enterprise Communications—is a premier communications software and services firm. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Born out of the engineering DNA of Siemens AG, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for approximately 75% of the Global 500. Unify is a joint venture of The Gores Group and Siemens AG.

### 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.

Web site: [www.ncr.com](http://www.ncr.com)

Twitter: [@NCRCorporation](https://twitter.com/NCRCorporation)

Facebook: [www.facebook.com/ncrcorp](https://www.facebook.com/ncrcorp)

LinkedIn: [www.linkedin.com/company/ncr-corporation](https://www.linkedin.com/company/ncr-corporation)

YouTube: [www.youtube.com/user/ncrcorporation](https://www.youtube.com/user/ncrcorporation)

This release contains forward-looking statements based on beliefs of Unify's management. The words "anticipate," "believe," "estimate," "forecast," "expect," "intend," "plan," "should," and "project" are used to identify forward-looking statements. Such statements reflect the company's current views with respect to future events and are subject to risks and uncertainties. Many factors could cause the actual results to be materially different, including, among others, changes in general economic and business conditions, changes in currency exchange rates and interest rates, introduction of competing products, lack of acceptance of new products or services and changes in business strategy. Actual results may vary materially from those projected here. Unify does not intend or assume any obligation to update these forward-looking statements.

## Additional Resources

[Unify on Twitter](#)  
[Unify on Facebook](#)  
[Unify on LinkedIn](#)  
[Unify on Google+](#)  
[Unify on YouTube](#)  
[Unify blog](#)



Source: NCR Corporation

Unify  
Amy Martin, 408-492-2785  
[amy.martin@unify.com](mailto:amy.martin@unify.com)  
or  
NCR Corporation  
Tim Henschel, 770-299-5100  
[tim.henschel@ncr.com](mailto:tim.henschel@ncr.com)