



## **Red Hawk Fire & Security supports South Shore Bank's next-generation financial center with NCR technology**

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*Software-based NCR Interactive Teller extends service hours to customers*

BOCA RATON, Fla.--(BUSINESS WIRE)--Jun. 3, 2014-- Red Hawk Fire & Security U.S., a leader in fire, life safety and security services today announced the successful integration of NCR (NYSE: NCR) Interactive Tellers at the new South Shore Bank Financial Center in Hingham, Massachusetts.

With interactive video software from NCR, South Shore Bank customers can bank with a live video teller and conduct up to 95 percent of typical teller transactions, extending its capabilities far beyond that of today's ATMs. Interactive Teller allows a live teller to take remote control of the device while engaging the customer over two-way video, providing a personalized experience. Video collaboration and transaction processing can both reduce operating costs by centralizing tellers across multiple branches, while still connecting customers and tellers in a face to face, highly personal engagement.

More than 100 financial institutions around the globe are putting the human touch to banking technology through assisted service solutions from NCR. NCR estimates that 98 percent of all financial institutions running assisted service technology rely on NCR Interactive Services.

With assets of approximately \$1 billion and a long history of exceeding customer expectations, South Shore Bank has 14 branch locations and a network of ATMs to serve neighborhoods throughout the demographically diverse communities on Boston's South Shore. In order to create a next-generation branch bank with extended hours to better connect with customers in a more personalized, contemporary way, South Shore turned to trusted partner Red Hawk Fire & Security.

"We had been a Red Hawk customer for many years and knew we could count on them to see us through this project. They brought NCR to the table and the result has been outstanding. We have been able to deliver an innovative banking experience that is more convenient for our customers while improving the efficiency of our overall operations," said South Shore Chief Information Officer and Executive Vice President Pam O'Leary .

South Shore opened the Hingham Financial Center in December of 2013 with Interactive Personal Teller Machines, or PTMs as South Shore calls them. NCR Interactive Tellers connect South Shore customers at the Hingham Financial Center bank with live video tellers so the facility can remain open to serve customers 7 a.m. – 7 p.m. Monday – Friday and 7 a.m. – 2 p.m. on Saturdays.

"To support South Shore's strategy of transforming its branch banking experience for customers, Red Hawk has delivered a system that combines video collaboration and remote transaction processing with the power of experience from our dedicated team of ATM service veterans," said Red Hawk President and CEO Dean Seavers.

The Interactive Personal Teller Machines have been so well received South Shore plans to begin offering the virtual tellers at its busiest transaction branch in Weymouth. Scheduled to open in September of 2014, the Weymouth facility will continue to operate as a branch office with the addition of PTMs to extend hours of operation.

"The NCR technology in place at South Shore Bank's Hingham center is an example of how NCR is helping financial institutions better connect with their customers to grow their relationships in the community," said Jed Taylor, General Manager, NCR Interactive Services.

### **About Red Hawk Fire & Security**

Red Hawk Fire & Security designs, installs, tests, inspects and maintains a broad portfolio of life safety and security solutions using the latest technologies and advanced systems integration for enterprise level access control, video surveillance systems and physical security equipment such as safes, vaults and ATMs. An industry leader with over 1,400 employees and a national footprint, the company serves more than 50,000 businesses in banking and financial services, retail, education, health care and manufacturing. Red Hawk Fire & Security is headquartered in Boca Raton, Florida and their website is <http://www.redhawkus.com>.

### **About South Shore Bank**

Originally chartered in 1833, South Shore Bank is a full-service community bank with assets of approximately \$1 billion and 14 branches. All deposits are insured in full. The FDIC insures all deposits up to \$250,000 per depositor and up to \$250,000 per depositor for Individual Retirement Accounts (IRAs); all deposits above this amount are insured by the Depositors Insurance Fund (DIF).

### **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 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.

Web sites: [www.ncr.com](http://www.ncr.com), [www.ncrsilver.com](http://www.ncrsilver.com)

Twitter: [@NCRCorporation](#)

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

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