



North Shore Bank First Institution to Activate ATM Functionality on NCR Interactive Teller

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Following certification on First Data network, ATM transactions now capable on NCR's industry-leading interactive video teller technology

DULUTH, Ga.--(BUSINESS WIRE)--Nov. 10, 2014-- NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies, has completed the software development and certification requirements to activate ATM transactions on its leading video teller technology, NCR Interactive Teller. NCR worked with First Data Corporation to certify ATM transaction functionality on the Interactive Teller units at North Shore Bank, which serves eastern Wisconsin and northern Illinois.

NCR Interactive Teller not only lets people talk to a live remote teller, but it also gives the teller remote control over the machine to conduct the same transactions that would typically be done by a teller inside the branch. Since introducing the technology in early 2013, NCR has sold the software and hardware solution to more than 150 financial institutions around the world, including more than 110 in North America.

To date, Interactive Teller units were set to video teller-only mode, as NCR and financial institutions worked with payment networks such as First Data to certify dual ATM and video teller transactions. NCR is nearing certification with other providers, which will unlock the full value of Interactive Teller.

"The activation of dual ATM and video teller transactions makes Interactive Teller the premier solution for financial institutions as they transform their retail strategies," said Brian Bailey, vice president of marketing and strategy, NCR Financial Services. "Our Interactive Teller software offers a powerful combination: live video teller transactions for an interactive, personal experience or an unassisted ATM transaction for fast, always-on service. Offering consumers choice of how they interact at this flexible channel is strong evidence of how we are improving functionality and user experience."

North Shore Bank began offering video teller service earlier this year. The bank is making remote tellers available on the device seven days a week, for a total of 70 hours. With nearly a 25 percent increase in available service time, customers are given greater accessibility and flexibility to do their banking.

"Our customers have enjoyed the personal touch of live tellers on our virtual teller machines. With the activation of ATM transactions, we're able to maximize the value of our investment by keeping the ATM on even when our tellers are not available. The process NCR developed works easily on the front and back end, and we're very pleased with our purchase," said Susan Doyle, the bank's senior vice president of retail banking.

The efficiency and security created through the centralization of tellers enables financial institutions to transform their branch locations into more effective service and sales environments. Interactive Teller lets financial institutions offer access to teller services during non-traditional banking hours, build new small-footprint branches, and provide full teller services in areas not served by branches.

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. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

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About North Shore Bank

North Shore Bank, headquartered in Brookfield, Wis., is one of the strongest banks in the country. It has assets of over \$1.7 billion and 47 offices throughout eastern Wisconsin, and northern Illinois. Wisconsin branch locations are in metro Milwaukee, Ozaukee County, Racine, Kenosha, Appleton, Menasha, the Green Bay area, Burlington, Union Grove, Muskego, and Door County.

Web site: www.northshorebank.com

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