



AIB Chooses NCR to Transform its Branch Experience and Improve Customer Service

December 2, 2014 at 8:01 AM EST

NCR financial kiosk and software solutions allow AIB to re-purpose its tablet application across multiple channels

DUBLIN--(BUSINESS WIRE)--Dec. 2, 2014-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that leading Irish bank, [AIB](#), has chosen NCR financial software and kiosk solutions to transform its branch experience and improve customer service. NCR has deployed 400 [NCR SelfServ™ 4 kiosk](#)s at branches throughout the Republic of Ireland to provide convenient access to a wide range of AIB banking services for its customers and help the bank run its business more effectively. AIB uses NCR APTRA™ software on the kiosks that has allowed it to offer internet banking access and internet functionality to all customers who have a debit card even if they are not registered for internet banking.

In the Republic of Ireland, AIB has a network of more than 200 branches, 74 offices, 10 business centers and approximately 755 ATMs and 400 deposit devices. AIB has deployed NCR financial kiosks to allow customers to complete a wide range of internet banking transactions, using debit card or internet banking registration credentials. This includes balance checks on all AIB accounts; transaction search, print and view recent transactions and historic statements, change of address, inter account transfers, bill pay, domestic and international payments, and set up and manage standing orders. This provides customers with the control and flexibility they demand, whilst avoiding queues.

"As we transform our branch network, our focus has been on maximizing customer experience and automating counter transactions," said Cian Clancy, Head of Self-Service Estate Development for Direct Channels at AIB. "We have worked with NCR for some time to develop our branch transformation strategy, and the deployment of their financial kiosks is, in part, a result of this consultation. NCR's software solutions allow us to leverage our tablet application, providing a consistent experience for our customers, with functionality in line with our internet channel."

NCR SelfServ financial kiosks are a compact financial solution that is suitable for any indoor location and allows financial institutions to offer a complementary channel to tellers and ATMs. By migrating routine transactions like account maintenance and statement printing onto the NCR SelfServ 4, banks are able to give customers a choice of when and where to transact. At the same time, this allows tellers to dedicate more time to customer service and focus on high-value product purchases and cross-selling.

"Bank branches must evolve alongside other banking channels to provide great choices and value for consumers, and a sustainable, profitable business model for financial institutions," said Rachel Nash, director of Financial Services at NCR U.K. "Technology can help enable this with flexible solutions that provide control and flexibility for consumers, where and when they want to access banking services. AIB is driving an innovative business model, based on NCR solutions, that helps achieve this."

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 site: www.ncr.com

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

Facebook: www.facebook.com/ncrcorp

LinkedIn: www.linkedin.com/company/ncr-corporation

YouTube: www.youtube.com/user/ncrcorporation



Source: NCR Corporation

NCR Corporation
Jeff Dudash, +001 770 212 5091
jeff.dudash@ncr.com