

NCR VOYIX

Wells Fargo and NCR Collaborate to Drive Retail Banking Innovation

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Wells Fargo to tap dedicated NCR R&D resources for reimagined ATM and banking store customer experiences

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 20, 2016-- NCR Corporation (NYSE: NCR) today announced a collaboration agreement with Wells Fargo (NYSE: WFC) to drive unparalleled consumer innovation and dramatically reinvent self-service technology in Wells Fargo's retail stores.

As part of the agreement, NCR and Wells Fargo will establish a team, focused on research and development in ATM and retail banking customer experience, to create the next generation of technology that drives customer engagement.

NCR's rich heritage in designing end-to-end solutions that drive seamless omni-channel distribution for customers in a number of industries, combined with Wells Fargo's leadership in delivering unparalleled omni-channel experience, promises best-in-class customer service options across store, ATM, digital and contact center channels.

"Aligning our development strategy with NCR allows us to shape the future of technology in our stores and ATMs to benefit Wells Fargo customers," said Jonathan Velline, head of ATM Banking and Store Strategy for Wells Fargo. "We have a long history of innovation, and we expect this collaboration with NCR to add to our legacy, deliver the next generation of technology in our physical channels and further enhance customer experience."

Over the past eight years, NCR and Wells Fargo have worked together to bring a number of industry-leading technologies to life. These technologies range from cash- and check-processing innovations to high-touch concierge solutions delivered through self-service devices, to next-generation materials that improve the longevity and usability of the physical channels.

This agreement builds on that heritage of collaborative innovation and expands the relationship to a more strategic level, co-locating team members from both companies to develop the technologies that will shape the future of retail banking stores and ATMs. It reflects a shared commitment to design and deliver delightful consumer experiences at every touchpoint, and embodies the mission of the NCR CxBanking solution framework: to enable financial institutions to connect and transact seamlessly with the consumers and small businesses who require their services.

"Wells Fargo is one of the most innovative banks globally, and our work with them has created breakthroughs in amazing, personalized customer experiences," said Andy Heyman, President, NCR Financial Services. "In addition, Wells Fargo will have access to our global innovation community, customer engineers and executive leadership to provide support in Wells Fargo's lab. Through this relationship, we'll work hand-in-hand to drive market-leading efficiencies, greater solution quality and improved speed-to-market."

About Wells Fargo

Wells Fargo & Company (NYSE: WFC) is a nationwide, diversified, community-based financial services company with \$1.7 trillion in assets. Founded in 1852 and headquartered in San Francisco, Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial finance through more than 8,700 locations, 12,500 ATMs, and the internet (wellsfargo.com), and has offices in 36 countries to support customers who conduct business in the global economy. With approximately 265,000 team members, Wells Fargo serves one in three households in the United States. Wells Fargo & Company was ranked No. 29 on Fortune's 2014 rankings of America's largest corporations. Wells Fargo's vision is to satisfy all our customers' financial needs and help them succeed financially. Wells Fargo perspectives are also available at [Wells Fargo Blogs](#) and [Wells Fargo Stories](#).

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware and portfolio of services, NCR enables more than 550 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, Ga., with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. All other trademarks or registered trademarks are property of their respective owners.

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NCR Corporation
Scott Sykes, 212-589-8428

scott.sykes@ncr.com