

NCR VOYIX

SkyBus Melbourne Rolls out New Self-Service Ticketing with NCR

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Fast-Growing Airport Transfer Service Chooses NCR's Omni-Channel Self-Serve Solution

MELBOURNE, Australia--(BUSINESS WIRE)--Nov. 21, 2016-- SkyBus, operators of Melbourne's express CBD to airport transport service, has rolled out self-serve ticketing on its Melbourne routes with NCR Corporation, the global leader in omni-channel solutions.

The roll out has enabled SkyBus to offer omni-channel and round-the-clock ticketing to its 3.5 million annual customers travelling on any of its three Melbourne Airport routes: CBD Express, St Kilda Express and the Frankston service.

Since installing the NCR Self-Serve 90 kiosk, this 'at stop' purchasing option has proved successful, with SkyBus seeing significant uptake, with more than 70,000 tickets purchased in the first six months.

"It was a crucial part of our expansion plans to be able to offer an omni-channel ticketing solution, enabling customers easy and simple access to tickets whilst offering a consistent and streamlined service," commented Michael Swards, Co-CEO, at SkyBus.

"It was vitally important that we chose a solution that was proven in the travel sector and robust with exceptional reliability. We found this in NCR. The NCR Self-Serve 90 offered exactly what we were looking for, from streamlined, sleek units with all-in-one capability to industry-leading technology. We're delighted with how the project has gone so far," Swards added.

SkyBus is steadily expanding in Melbourne, with new services to St Kilda and Frankston launched in the past five months. Its express CBD to Melbourne Airport service operates 24/7, with departures leaving Southern Cross Station every 5 minutes during peak periods.

Dennis Davidson, general manager, NCR Travel and Entertainment, commented: "Travel providers are looking for more ways to modernise their customer experience by transforming physical and digital channels. Our self-service ticketing solutions seamlessly integrate physical and digital channels, giving SkyBus more ways to interact and deliver a better experience to their fast growing customer base."

To find out more about NCR's extensive hardware, software and services offer for the travel industry, visit www.ncr.com.

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 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, Georgia 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. 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 SkyBus

SkyBus has been providing safe, convenient airport transport in Melbourne for more than 38 years. Its iconic red vehicles run seven days a week, transferring over three and a half million passengers each year between the CBD and Melbourne Airport on the most affordable airport transport service in Australia, when measured by cost/kilometres travelled. SkyBus pairs affordability with superior service, offering customers free Wi-Fi, luggage racks, reliable running times, and online, mobile and kiosk ticketing options.

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