

NCR VOYIX

Nedbank Brings Branch Banking Experience to the ATM Powered by NCR

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Nedbank becomes first bank in South Africa to deploy NCR's Interactive Services software

JOHANNESBURG--(BUSINESS WIRE)--Dec. 6, 2016-- [NCR Corporation](#) (NYSE: NCR), a global leader in omni-channel solutions, today announced that [Nedbank](#) (JSE: NBKP), one of the largest banks in the country, will be the first bank in South Africa to introduce NCR Interactive Teller. Built on modern hardware, this software-based technology allows the user to complete up to 80 percent of transactions typically completed inside a physical branch with a live video teller at an ATM.

NCR has integrated its Interactive Banker, tablet banking software with the Interactive Teller to help Nedbank deliver amazing customer experience while boosting efficiency and increasing profits. This integration will enable Nedbank to leverage intuitive tablet enterprise technology to turn smart data into great customer service by using real-time customer information so the very best assisted service is offered at the most appropriate moment. The introduction of NCR Interactive Teller will allow Nedbank customers to execute all branch banking features outside of traditional banking hours, including: cash withdrawals above the daily limit, cash deposits, cheque deposit, cheque encashment, credit card payments, and money transfers.

"Offering exceptional customer experience and interaction remains a key growth strategy for us. The introduction of NCR's innovative Interactive Services technology for the first time in the country, reiterates our commitment to deliver exceptional banking experience to our customers," said Preni Naidoo, Executive, Self Service Banking at Nedbank. With NCR Interactive Teller, we are actually increasing access to banking services using technology, while maintaining the comfort of human interaction. This initiative will offer our employees additional time to better serve customers with more complex banking needs, and allow us to offer clients the convenience they need every day of the year."

NCR Interactive Teller enables a centrally located teller to take full remote control of all modules on a specially equipped ATM while engaging the customer over two-way, real-time video conversation, delivering a highly personalized experience. NCR Interactive Teller can reduce operating costs by enabling video tellers to operate units deployed across multiple sites, reaching and interacting with more customers than ever before, without incurring traditional branch expenses.

"Consumers cannot always bank during traditional branch banking hours. They desire service at a time and location that is convenient for them," said Dimitri Kanellopoulos, Country Manager, NCR Financial Services, South Africa. "Allowing customers to bank at locations and channels of their preference is at the heart of how financial institutions are evolving their branch and omni-channel banking services. We remain committed to deliver innovations that bring a new world of omni-channel interactions and help financial institutions to offer differentiated customer experiences."

NCR Interactive Banker untethers staff from their desks offering the freedom of a mobile universal banker app able to view multiple live transactions that informs them who is in the branch, their account details and what they are doing. They can act promptly with assistance that is precisely targeted to the customer's needs and real-time information on cross-selling opportunities, staff can act immediately and offer customers a product they are interested in.

About Nedbank

Nedbank Group Limited is one of South Africa's four largest banking groups by assets and deposits, with Nedbank Limited being its principal banking subsidiary. Nedbank provides a wide range of wholesale and retail banking services and has a growing insurance, asset management and wealth management offering through four main business operations, namely Nedbank Corporate and Investment Banking, Nedbank Business Banking, Nedbank Retail and Nedbank Wealth. For more information visit www.nedbank.co.za.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global 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, 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.

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