



## Texas Tech Federal Credit Union Transforms Branches, Physical Banking Experience with NCR Technology

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ATLANTA--(BUSINESS WIRE)--Jun. 25, 2018-- [NCR Corporation](#) (NYSE: NCR), a global leader in omni-channel solutions, today announced that Lubbock, Texas-based [Texas Tech Federal Credit Union](#) has overhauled its physical and digital customer experience using NCR's portfolio of transformative banking solutions.

Branch transformation requires a combination of hardware, software and services to achieve the right strategic mix of personnel-assisted and self-service channels to evolve the branch environment and deliver an exceptional customer experience. NCR has worked closely with Texas Tech FCU since 2016 to do exactly that, deploying NCR's [Digital Insight™ solutions](#), [Interactive Teller](#) (ITMs), and now [Q-Flow](#), a multi-channel appointment booking service that provides bank branches with advanced customer reception, interaction management, appointment scheduling and staff planning tools.

"We are constantly looking for ways to better anticipate our members' needs, and make sure that we are creating value through our innovation strategy," said Lisa Huertas, Chief eXperience Officer, Texas Tech Federal Credit Union. "NCR's future-proof self-service solutions have not only been a key part of modernizing and brightening our branches, but have enabled us to focus on providing more personalized member service."

Texas Tech FCU has seen its new-member growth numbers accelerate, and its member experience scores soar thanks to its commitment to branch transformation. Texas Tech FCU members will soon be able to check themselves in and book in-branch appointments ahead of time using Q-Flow.

"Internal research and development is of course crucial to how NCR builds solutions for the banking experience of the future," said Frank Gauld, VP & GM, NCR Financial Services. "But when customers like Texas Tech FCU make such a clear commitment to co-innovation on behalf of the overall member experience, we are really able to prove the power of branch transformation."

Q-Flow is a product from [Q-nomy](#), an NCR partner.

### 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 nearly 700 million transactions daily across financial, retail, hospitality, travel, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier. NCR is headquartered in Atlanta, Ga., with about 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. NCR encourages investors to visit its website which is updated regularly with financial and other important information about NCR.

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