

NCR Atleos Field Services

Technical expertise and global coverage to extend your capabilities and deliver on your brand promise



Count on consistent NCR Atleos quality, around the globe

Field service delivery is rapidly changing as customers adopt cloud services and embark on their digital transformation journey. From surveys and deployment to on-site maintenance, global field services are required for core infrastructure and edge devices that power this new digital world. NCR Atleos' agility, expertise and global reach ensure the highest levels of productivity, quality and consistent service delivery across industries and technologies.

Customers are consistently looking for service providers to raise the bar on field engineer effectiveness and productivity. NCR Atleos has invested globally in Oracle® ES mobile applications to enable our workforce to deliver a digital field services experience.

It's not just about arriving at the right site, with the right parts. Our philosophy is to empower our engineers to fix it right the first time while delivering an excellent customer experience.

Our remote delivery centers are staffed with experts delivering agile services underpinned by best-practice processes and leading-edge platforms such as **ServiceNow®**, **Quickbase®** and our in-house developed RMM suite.

NCR Atleos' high quality remote services are seamlessly integrated with our global field services model. This enables NCR Atleos to provide end-to-end services to drive simplicity and efficiency across your IT services.



99%

On- budget delivery



90%

First visit resolution **vs**
76% industry average



99%

Customer- defined
SLA attainment

To speak with someone or for more information, visit us at ncratleos.com/services/telecom-technology.



10K

Service
professionals



160+

Countries of
operation



100+

Technology
brands supported



2.5 M+

Multivendor
devices supported

The NCR Atleos global field services difference

- **Scale and expertise** to manage complex, high-volume projects across regions, industries and environments.
- **Highly skilled team** with thousands of hours of training and advanced specialist knowledge across key technology areas – WAN/LAN, wireless, SD-WAN, SASE, Optical, and Edge Computing.
- **Engineers trained in key Environmental Health & Safety (EH&S) standards** and government regulations drive best practices and compliance across customer environments.
- **Reduced risk** through mature, ITIL-aligned processes and defined escalation procedures.
- **Comprehensive business continuity plans** covering emergency response/recovery, service/customer care centers, supply chain management and more.
- **Leading Industry Certifications** such as SSAE16:ISO27001 security standard, ISO9001, ISO22301, and ISO31000.
- **AI enabled dispatch platform** to enable automated engineer assignment and parts dispatch using location, skills, stock levels.

Certifications



Global field services capabilities

- **Site assessment and preparation:** Provisioning, surveys, audits and inventory management to make sites 100% ready for installations.
- **Staging:** Assemble components, load system software, configure site specific requirements and conduct general system tests to minimize out-of-box failures and reduce installation time.
- **Install, move, add, change, de-install (IMAC):** End-to-end deployment capabilities to drive faster installations with minimal disruption.
- **Maintenance:** Global onsite, labor-only and full-solution service options for hundreds of OEMs. This can be enhanced with our proactive monitoring and managed services.
- **Enhanced account support:** Using ITIL best practices, our Service Managers look after every aspect of your service including performance, reporting and continuous improvement.
- **End-of-service life:** Improve your ROI and extend the life of your devices with technical maintenance support and device replacement.
- **Transition management (TM):** For complex projects, TMs use a proven methodology and a best-practice implementation framework to reduce risk and ensure smooth handover of global services into operations.
- **Global Call Management (CallOne):** Single point of contact help desk for global field services. This is integrated with our remote services for end-to-end coordination of field activities.
- **Project management:** Single point of contact and accountability to coordinate installs or complex deployments for on-time and on-budget projects.
- **Security protocols:** EH&S and PMO provide proven processes for site management, scheduling, and strict entry/exit security access protocols for NCR Atleos and other suppliers.

Multi-vendor expertise



Why NCR Atleos?

NCR Atleos Telecom & Technology team is your global end-to-end services partner for enterprise network infrastructure. We embrace innovation to optimize customer experience while maintaining the highest levels of service delivery, efficiency, and quality — no matter which part of the world you or your customers are.



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