



NCR Atleos remote services

End-to-end remote service capabilities to proactively manage the entire support lifecycle of the network infrastructure



Comprehensive Remote Services

Proactive / Reactive Incident and Problem Management:

Issues impacting network devices and their software are managed from the initial fault detection through resolution. Underpinned by our RMM platform, delivering automation and proactive monitoring using intelligent thresholds and data-based analytics, problems are automatically identified and addressed to minimize repeat occurrences and maximize service availability.

Performance and Capacity Management:

Intelligent threshold monitoring identifies both instant and chronic patterns in service availability which enables proactive incident and problem management to minimize service disruption.

Request, Change, and Configuration Management:

These processes are a core element of the ITIL® aligned Service Management of RMM customers. Requests for change are tracked and managed via a closed-loop change management process with configuration data maintained within the change management database. Remote teams will coordinate for on-site resources as needed when on-site presence is required.

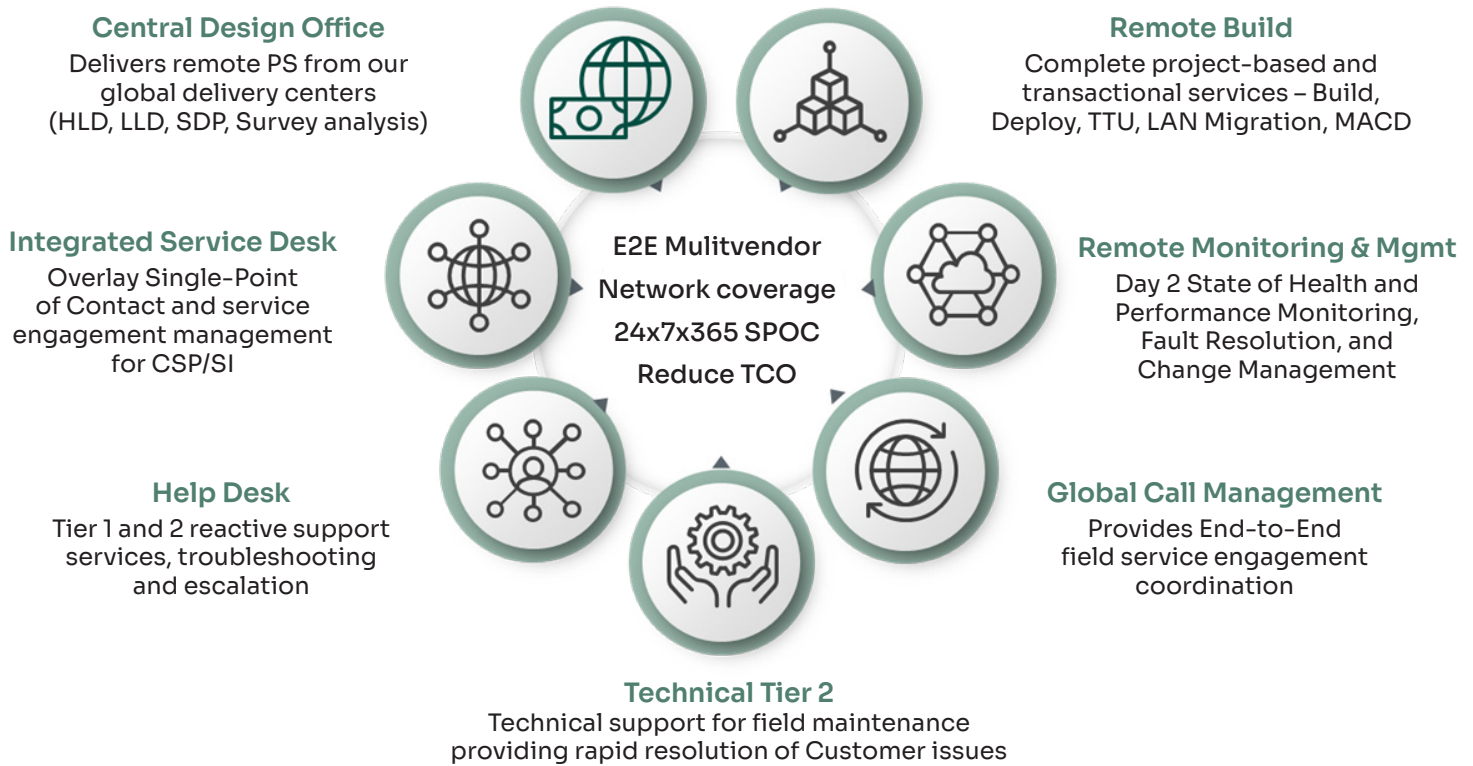
End-to-End Remote Services

As networks and infrastructure become larger and more complex, systems integrators and telecom service providers often rely on partners to extend their capabilities throughout the digital transformation journey.

Our Remote Services portfolio offers a comprehensive service that proactively manages the entire support lifecycle of the network infrastructure and related applications.

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

Remote Services Portfolio



Remote Build Services

NCR Atleos' Remote Build services take an LLD and execute it to bring a customer's network online. Remote-build engineers work closely with CEs (onsite Customer Engineers) to install, configure (Config Build), test (TTU), and finally migrate customer traffic onto the new infrastructure (LAN Migration). Managed build services ensure a seamless technology transformation, leading to minimal downtime. NCR Atleos' Remote Build services are delivered by senior network engineers, working tightly with the day-2 Managed RMM team to ensure a flawless handover into ongoing remote monitoring and management.

Remote Monitoring & Management Service Elements	Monitor only	Monitor & support	Monitor & manage
24x7 Basic monitoring (up/down status, limited SNMP)	●	–	–
24x7 Monitoring	–	●	–
24x7 Enhanced monitoring & performance	–	–	●
Incident management and escalation	●	●	●
Fault troubleshooting, resolution and technical problem management	–	●	●
Deployment of software updates patches	–	●	●
Lifecycle configuration and change management	–	–	●
Performance and capacity management	–	–	●
Operational service reporting	●	●	●
eBonding (Electronic ticket exchange)	optional	optional	optional
Advisory (design/consulting services, health check)	–	optional	optional
Test and turn up (TTU) on SDWAN technologies	optional	optional	optional



Integrated Service Desk

NCR Atleos' Integrated Service Desk (ISD) is designed to eliminate the time-consuming, costly, and cumbersome efforts to coordinate a complex web of subcontractors and vendors. This service allows you the time to focus on business priorities, while NCR Atleos focuses on delivering market leading service performance and customer experience. NCR's global team of over 3,000 technical support professionals is strengthened by more than 80 classes of technical certifications, spanning 20 technology OEMs.

With 20+ years of experience delivering white label IT services, NCR Atleos service centers support more than 25 languages, offering a truly multi-lingual service desk capability. Combined with our extensive Field and Remote Services capabilities, NCR Atleos is uniquely positioned to deliver an end-to-end, global managed service—designed to resolve all issues and requests, quickly and efficiently. The ISD service is designed to deliver the following key benefits:

End-to-End Resolution

For complex incidents or problems with multiple services and vendors, the ISD can take ownership of the end-to-end resolution activities. NCR Atleos provides proactive resolution updates in a timely manner.

Consistent, High Performance

Expect world class customer service through rapid response and resolution times. We pride ourselves on consistently achieving and often exceeding desired Service Level Objectives across the globe.

Simplified Onboarding

The complexity of onboarding new service partners and/or vendors can be passed to NCR Atleos. We can take the responsibility for the onboarding of new, in-scope partners and vendors.

Focus on What You Do Best

With NCR Atleos doing the groundwork, you will no longer be constrained by the management of multiple vendors and resolver groups. Utilize your time to excel at what you do best.

Central Design Office (CDO)

NCR Atleos offers flexible, globally accessible professional services (PS) delivered within our Managed Services delivery function. The CDO brings 60+ years of deep technical experience across multiple technology vendor solutions, offering services from High-Level-Design (HLD) to Low level design (LLD) and execution plans (SDP). Centralized PS extend traditional PS engagements to include complex technology roll-out support, coordination, onsite-survey assurance and analysis.

Supported by NCR Atleos' regional PS delivery teams, the CDO adds scalability, flexibility and multivendor design capability to the Remote Services portfolio. NCR Atleos' CDO will support Customers on their technology transformation journey from conceptual design through execution.

NCR Atleos: Your expert partner

As a comprehensive services provider for top CSPs and OEMs, we can help you outpace your competitors by providing End-to-End Solutions in various environments. Our global presence across 160 countries combined with proven experience and capabilities separate us from others. We can help by:



Providing global depth and breadth for 24/7 global monitoring, management, support, and remediation



Helping you get to market faster and augmenting your portfolio with packaged fully-managed solutions



Helping you improve operational efficiency by offering a one-stop-shop and one global continuous operation



Support for leading vendors such as Cisco®, Juniper Networks®, Ciena®, VMware by Broadcom®, HPE Aruba®, Silver Peak® and others



Enabling near real-time dashboards that visualize the availability of your network infrastructure via our Customer portal



Leveraging best-in-class toolsets with NCR Atleos' own Monitoring, Reporting & Automation Suite and ServiceNow® ITSM



Providing broad technical expertise through continuous investment in technology innovations, technical training and skills



Delivering services underpinned by an automation-first strategy, utilizing artificial intelligence to drive efficiency and customer experience



Enabling customer process and platform integration via eBonding, supporting remote and onsite services



Providing integrated end-to-end services, spanning design, deployment, and day-2 remote managed services, supported by our global team of field engineers



Why NCR Atleos?

NCR Atleos solutions power more than 15,000 financial institutions across the globe. We have the largest independent ATM network offering convenient self-service banking across four continents, are the largest ATM deployer with an 800K global ATM install base, and deliver exceptional customer experiences as #1 in multi-vendor ATM software.

Contact us at [NCRAtleos.com](https://ncratleos.com) today

NCR Atleos (NYSE: NATL) is a leader in expanding self-service financial access, with industry-leading ATM expertise and experience, unrivalled operational scale including the largest independently-owned ATM network, always-on global services and constant innovation. NCR Atleos improves operational efficiency for financial institutions, drives footfall for retailers and enables digital-first financial self-service experiences for consumers. NCR Atleos is headquartered in Atlanta, Georgia, with 20,000 employees globally.

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