
NCR Support Services

NCR's worldwide customer services organizations operate within an organizational framework known as Centers of Expertise. Centers offer resources and professionals consistent with business requirements on their respective regions.

NCR offers a one year warranty service for system 3000s.

NCR provides remote on-site maintenance for hardware and software. This is provided with a 24 hour, seven day a week hotline. On-site support is available as needed, whether over a weekend or during the week. However, services provided beyond the normal business hours, must be covered under an extended contract. Remote diagnostics allow NCR support centers to use telephone connections to assist in diagnosing hardware and software problems or maintaining microcode. If a problem cannot be resolved remotely, the information is made available to the local field engineers. Data exchange and security during remote diagnostics are user controlled. Remote diagnostics also allow for scheduled, periodic, or emergency monitoring.

Customers who do not elect to participate in the Remote Support may purchase on-site support for hardware maintenance. This support is offered at an additional charge of 25 percent.

Other services offered include business information planning and project management, systems analysis and design, migration planning, network planning and management, and systems management.

The vendor provides training courses through its Education Services Center. On-site training and self-instruction courses are available. Telecourses, during which students receive telephone assistance by an instructor, are also available.