

Command Center Management Tool

Program Release Services Offer

Contains product offer technical details and order information.

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Services Product Management



Program Objectives

Command Center for Partners North America

- Equip NCR partners with a remote monitoring tool
- Interact Partners: Shared Service and Partner Delivered Service (PDS)
- Show the value of NCR Point of Sale/ Self Checkout and peripherals.
- Reduce on-site service calls (Shift Left !)
 - Faster call resolution
 - Reduced call cost
- Help for new store and existing store software distribution/ updates
- Added security and audit trail
- Improved customer satisfaction



Over 70,000
sites installed,
NCR Hospitality!



Improved response time and reduced
costs through remote management

Pricing Framework: NCR Partners

Pricing for Activation and Annual Service Fee

- One time activation fee G370-3922-0100
 - This is required for ALL sites supported by partner help desk. One per site
 - Partner should only support sites that they sell.
 - Command Center agent required on POS and Server – Partner responsibility
 - Covers activation and establishment of site with NCR Data Center
- Yearly Fee is billed as a Service Annuity via SPOT
- Optional charges for assistance from NCR for set-up or training.

Product ID	Description	
G370-3922-0100	NCR Retail Command Center One time Set Up Fee Per Site	\$100 initial
G370-SERV-3922	Retail Command Center Service Fee Per Site	\$150/ year

Which Products? What Pre-requisites?

SUPPORTED PLATFORMS

SelfServ Checkout

- Release 4, 5, 6

SelfServ Kiosks

- SelfServ 70, 71, 72

RealPOS

- Current POS
- Discontinued POS
- NCR Scanner
- NCR Printer
- NCR Peripherals

Non-NCR Platforms

- Limited client information



SYSTEM REQUIREMENTS

Site Terminals:

- .NET Framework 2.0
- Windows® 7 or later
- 100 MB free hard disk space



Memory:

Minimum 512MB

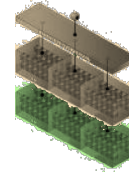


RPSW Versions:

- 32-bit 4.0.3.10 or later
- 64-bit 5.0.2.5 or later

Site File Server:

- .NET Framework 2.0
- Windows® 7 or later
- 100 MB free hard disk space

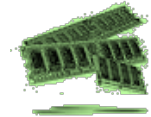


Minimum 512MB



Client Computer:

- .NET Framework 4.0



What About Non-NCR Platforms? YES*

**Any platforms, including PCs that meet Pre-Reqs can be supported, but client information is limited to the platform's capability. Installing RPSW will add additional features, such as OS Monitoring*

Requirements & Multifactor Authentication

Requirements

- Agent Software required on each device
 - Recent POS and some NCR applications have the agent pre-loaded.
 - Agent is low impact to POS performance but should be tested in lab first.
- Command Center requires multifactor authentication for a secure login.
- PCI compliance requires every user to login with a password (something they know) as well as a token (something they have).
- Command Center users currently have two options available for multifactor authentication:

Multifactor Method	Product ID	Price	External Signal	Availability
SMS Text Authentication	N/A	No Cost	Cellular	NAMER and select International; other International may incur fees
Google Authenticator	N/A	No Cost	Web or Smart Phone	Global at no cost

Customer/Partner Labs and Pilots

Requirements

- Lab Set-up (Partner Trial)
 - Setting up a lab system is not a challenging task and can easily be accomplished by the partner
 - The lab should have a store server (Gateway) and at least one POS (Node) or SelfServ device connected
 - Agent software and configuration instructions can be emailed to the customer
 - The CMC User will be required to install the interface package on their workstation
- Command Center Pilots
 - NCR will allow partners to pilot Command Center on a limited basis either in a lab or limited number of stores
 - Contact the Services Offer Product Manager to discuss your pilot opportunity

RCS	RDS St. Louis	Springfield Business	Associated Foods	InStore Technology	AM/PM
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Partner Help Desk Onboarding

Getting the service established

During Partner onboarding, two pieces of information will be needed:

1. Sites to added to the environment:

- A SITE ID will be provided from the Data Center Ops Center that will be required for the partner to install the agent on the store sever. (Their Customer)
- The designated partner contact / admin will receive an email with the agent and SITE ID's

2. Partner Help Desk Users:

- The partner will need to define users that will have access to their environment.(3 types of users)
- The partner user will receive an email with the client SW for their PC which will need to be activated with 24 hours of receiving the email

Role Definition	User	Advanced	Admin
Provides access to the "Query Programs" function	X	X	X
Provides access to the "Reboot" function	X	X	X
Provides access to the "File Manager" display where users can view, edit, move, and execute files	X	X	X
Allows users to delete files through the File Manager display		X	X
Provides access to reports		X	X
Provides access to the "Deploy Manager" display where users can schedule deployments to push files to multiple sites		X	X
Allows a user to both schedule and approve the same deployment			X

Command Center Resources

Documentation available through NCR Partner Central

Publication Number	Title
B005-0000-2331	Retail Site Setup Guide NCR Command Center Management Tool
B005-0000-2381	Command Center for Retail v.1.2 Getting Started — Quick Reference Guide
B005-0000-2382	Command Center for Retail v1.2 Alerts Quick Reference Guide
B005-0000-2383	Command Center for Retail Installation Process Quick Reference Guide
B005-0000-2384	Command Center for Retail v1.2 Technical Overview — Quick Reference Guide
B005-0000-2385	Command Center for Retail v1.2 Deploy Manager — Quick Reference Guide
B005-0000-2326	NCR PXE Image Loader Software User's Guide
EB10852-0214	Command Center Data Sheet

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Partner Command Center

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[NCR Command Center Management Tool - Retail Site Setup Guide](#)
[Command Center for Retail - Getting Started Quick Reference Guide](#)
[Command Center for Retail - Installation Process Quick Reference Guide](#)
[Command Center for Retail - Technical Overview Quick Reference Guide](#)
[Command Center for Retail - Alerts Quick Reference Guide](#)
[Command Center for Retail - Deploy Manager Quick Reference Guide](#)

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I AM NCR COMMAND CENTER

Manage multi-site IT operations from a single screen.

NCR Command Center is a remote monitoring and diagnostic tool that provides you with unprecedented control over IT operations. Use Command Center to manage multiple systems on the status of hardware and software. This powerful, user-focused application enables you to troubleshoot and solve issues rapidly before they impact site operations and the customer experience. Benefits include:

- Improve visibility into system performance. Use Command Center to monitor all site systems in real time. Receive automated alerts when issues do occur, enabling you to take immediate action.
- Rapid resolution of technology issues. Command Center provides powerful support features, allowing remote technicians to diagnose and solve problems without taking over site servers and terminals. As a result, your business can continue providing exceptional, uninterrupted service to your customers.
- System design strengthens security. Command Center helps protect your technology operations with multi-factor user authentication, security alerts and audits, and encrypted, out-of-band communications. In addition, validated identity systems assist you to ensure that your systems are always protected against the latest threats.

For more information, visit [www.ncr.com](#), or email [ncr@ncr.com](#).

Command Center Resources

Who to Contact



Retail Contacts:

- Pete Charpentier, Retail Services Product Manager
- Aaron Carlock, Command Center Product Manager

Software Support Contacts:

- The partner will contact the NCR Call Center, at 1-800-354-4627.
The Belgrade Call Center provides 24x7x365 support. English Speaking
- Level 2: The Command Center application support team
Monday – Friday, from 8 – 5 CST.
Additionally, on call support is available 24x7x365.
- NCR Professional Services can be made available for a fee.

Partner Next steps: Command Center

- Educate yourself regarding the product
- Contact your Account Manager if a demo or presentation is required
- Request a lab to test and prove out results
- Live Site trials are available to work out any process concerns and prove the business case

THANK
YOU

