



NCR® Case Study

## CLIENT CHALLENGE

NCR, a global technology leader in commerce solutions, struggled with an outdated manual process for scheduling, tracking, and managing their resource staff working on client installations. They needed a better method for managing their field staff —one that could improve both the speed and visibility of their scheduling process. The current process relied on spreadsheets, a Microsoft Access database, and a team of coordinators who spent an inordinate amount of time confirming resource availability and trying to match that data with customer work requests. The system was slow, very labor intensive, and prone to errors.

## MCFTECH SOLUTION

MCF Technology Solutions developed an innovative scheduling system as an extension to NCR's QuickBase database. This system automates work requests, schedules resources, and provides tracking and management reporting.

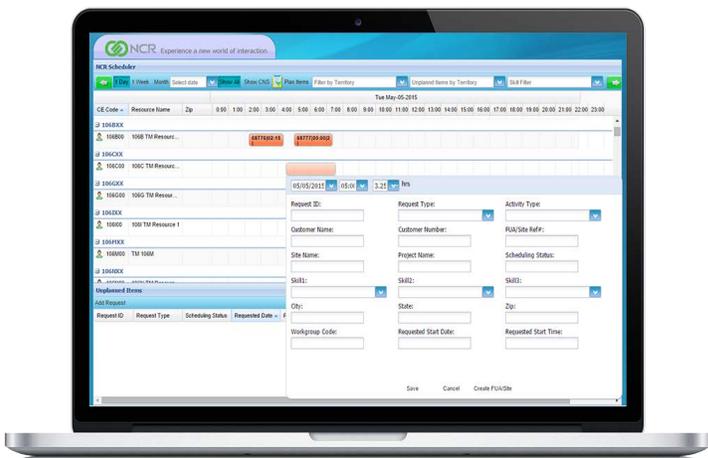
## PROCESS & TECHNOLOGY

MCFTech staff identified NCR's current technology systems and mapped the scheduling process to determine all the criteria involved. The scheduling process for NCR is a very complex model that

relies on comparing and matching work request parameters with resource geographical territories, skill sets, time constraints, activity types, resource types, and overall availability.

MCFTech devised a QuickBase Scheduler application with an advanced algorithm containing logic for each possible scheduling scenario. A Pervasive DataCloud integration pulls a file of work requests, either hourly or on

command, from NCR's system. This integration automatically schedules resources by comparing work requests to set scheduling rules and previously identified parameters.



## ABOUT NCR®



For more than 125 years, NCR has helped companies around the world better connect, interact, and transact with their customers. NCR is at the center of the self-service revolution, strategically poised between consumers who demand fast, easy, and convenient options, and businesses intent on increasing revenues, building customer loyalty, reaching the contemporary consumer, and lowering their cost of operations.

Today, with over 21,000 employees, NCR Corporation has revolutionized digital technology with their leading edge consumer-focused data processing equipment. Their products include self-service check-in kiosks, ATM's and financial terminals, payment and imaging software, point-of-sale terminals, scanners, software, and e-commerce solutions. NCR services such diverse industries as entertainment, financial, healthcare, hospitality, and travel, public sector, retail, telecom, and technology.

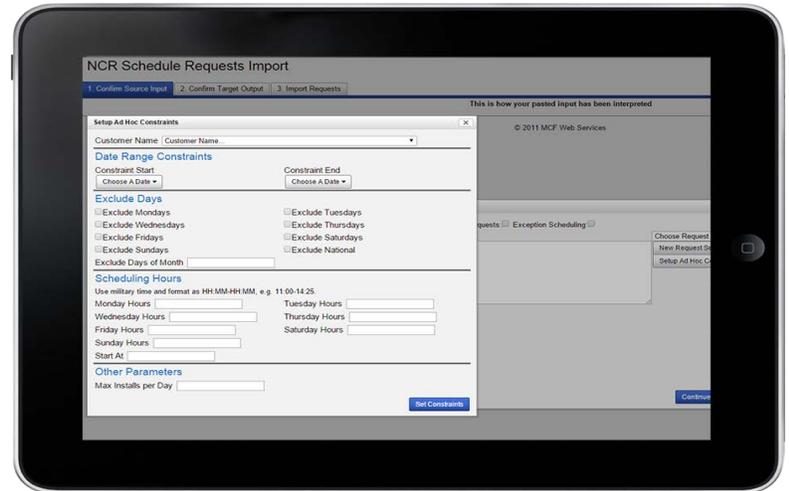
For more information visit their website at [www.ncr.com](http://www.ncr.com).



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This fully-customized application includes roles and is permissions-based with full reporting capabilities. The application stores a multitude of information and gives the client flexibility in making changes. The solution includes customized dashboards based on user roles, which are dynamically updated in real-time, pulling data contained within the application. Request statuses are assigned as unscheduled, scheduled, unable to schedule, or canceled. Exception reports allow resource coordinators to quickly identify and resolve any unscheduled requests.

A rich web page provides an interface where users manually schedule items or run the algorithm to automatically schedule resources with the simple click of a button. The system allows schedulers to get instant feedback on resource availability and to easily make changes. MCFTech also developed an importing tool which allows NCR users to manage their work request information in Excel format and upload the data to the application using a customized, simplified interface.



## ABOUT MCFTECH

MCF Technology Solutions delivers Services, Strategy, and Products to business customers worldwide. We focus on the successful development, deployment, and support of Business Applications for diverse teams. We believe the best solutions come from a sound business understanding and the thoughtful application of technology.

Our Business-First approach ensures a high-level of collaboration with our clients and results that satisfy the organizational needs. As a modern, virtual company, MCFTech provides resources and services in the Americas, Europe, Africa, Asia, Australia, and the Middle East. Our global footprint includes deployments in more than twenty countries as well as systems that touch nearly every corner of the business world.

We utilize a proven methodology, dubbed "The MCF Way," which has led to hundreds of successful engagements. It is an iterative, customer-centered methodology based on extensive experience with leading software development, business process, and project management practices such as Lean, Six-Sigma, Agile, and PRINCE2®. This methodology allows our expert teams to deliver technical solutions to the world's top companies. We bring the best value to help our clients achieve flexibility, collaboration, and intelligence in adapting to a changing global marketplace.

We believe that the best solutions are born out of sound business understanding combined with the skilled application of technology. Why accept anything but exactly what you need from a software application? You shouldn't! Contact MCFTech today to find out more.

## THE BENEFITS

NCR now enjoys increased efficiency in their scheduling process and improved employee morale.

The custom scheduling application includes interfaces for importing work requests, scheduling resources, and Pervasive client integration. The new QuickBase Scheduler application significantly reduces the employee hours needed for the scheduling process. Resource scheduling is now automated with much greater visibility in regard to resource allocation and forecasting and includes robust reporting capabilities.

With this solution, NCR now enjoys the same ease-of-use and immediate access to data in their own scheduling process that they provide to customers using NCR's self-service equipment.

Further, the QuickBase Scheduler eliminates double-booked resources and offers resource utilization metrics and forecasting visibility. Resources are easily paired with outstanding work requests to ensure proper resolution.

