



Transforming Transactions  
into Relationships

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## NEWS RELEASE

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### **Penn State Deploys Self-Service Ordering Solution From NCR and RMS-Touch**

***University cafeteria doubles sales, reduces wait time  
with self-serve kiosk solution***

**ATLANTA** – Self-service leader NCR Corporation and NCR RealPartner RMS-Touch today announced that Penn State University (PSU) has deployed the RMS-Kiosk™ self-service ordering solution in its York Campus. C&L Retail Solutions, also an NCR RealPartner, is responsible for the sale, and is providing installation and maintenance.

Installed in January, the solution, which includes NCR RealPOS™ terminals and printers, NCR EasyPoint kiosks and RMS-Kiosk Customer Order Entry and POS software, allows students to order and charge meals to their PSU cards using a declining balance feature.

According to RMS-Touch President Richard Adler, this self-service option is already yielding significant results. “The PSU installation is a huge success,” Adler said. “Sales are up, the number of transactions has increased and wait times are down. PSU has seen a clearly demonstrable return on its investment since the kiosks were installed.”

Students place their orders on the kiosks, which account for all the “extras” such as topping a sandwich with cheese, bacon, olives or peppers. The RMS-Kiosk application can estimate wait time based on the number of people preparing the orders, and can upsell each order through suggestive selling. Students then proceed to the cashier, who pulls up the order on the POS “Dispatch Screen,” to pay for their meals.

**“We are seeing more than 100 orders per hour processed through each kiosk** during peak lunch periods, with an **average of less than 40 seconds per order,**” said Taste Catering Director of Operations Jim Switzenberg. “Based on these results and the end-to-end support we’ve received, it’s clear we chose the right partners and the right solution”

### ***About RMS-Touch***

Headquartered in Fort Lee, NJ, RMS-Touch was a pioneer in Restaurant Point Of Sale systems (POS), introducing in 1987 the first non proprietary, PC based restaurant touch screen Point Of Sale system. RMS-Kiosk, the company latest application, is designed for supermarket delis, cafeterias and C-Stores. To learn more visit [www.rmstouch.com](http://www.rmstouch.com).

### ***About C&L Retail Solutions***

C&L Retail Solutions is a full-service solutions provider that focuses on leading edge POS technologies. Since its inception, over 20 years ago, C&L Retail Solutions has always put customer satisfaction first. Recognized as an industry leader, C&L is committed to providing innovative and superior products and services. To learn more visit [www.cnlretailsolutions.com](http://www.cnlretailsolutions.com).

### ***About NCR Corporation***

NCR Corporation (NYSE: NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR’s ATMs, retail systems, Teradata<sup>®</sup> data warehouses and IT services provide Relationship Technology<sup>™</sup> solutions that maximize the value of customer interactions and help organizations create a stronger competitive position. NCR ([www.ncr.com](http://www.ncr.com)) is based in Dayton, Ohio.

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