

# Ncr Corporation

## Introduction

This case study of NCR Corporation is based on a March 2021 survey of Enghouse Vidyo customers by TechValidate, a 3rd-party research service.

“Vidyo is more stable as it is running on Linux box, there are fewer headaches of security patches and attacks.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Enghouse Vidyo:

- The vendors they replaced or evaluated before choosing Vidyo:
  - Adobe Media Server
- The challenges they were experiencing with their previous vendor(s) prompting them to evaluate Vidyo:
  - Low video quality
  - Call drop rates

### Company Profile

Company:  
**NCR Corporation**

Company Size:  
**Fortune 500**

Industry:  
**Computer Hardware**

## Use Case

The key features and functionalities of Enghouse Vidyo that the surveyed company uses:

- The Vidyo products the organization is currently using:
  - VidyoConnect
- The top purchasing drivers for buying Vidyo:
  - Secure calls and data
  - Video quality
- Rates the following Vidyo capabilities compared to the competition:
  - Security: best in class
  - Ease of use: better
  - Reliability: significantly better
  - Features: best in class
  - Integration: best in class

### About Enghouse Vidyo

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of distinct vertical markets. Its strategy is to build a larger and more diverse software company through strategic acquisitions and managed growth

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## Results

The surveyed company achieved the following results with Enghouse Vidyo:

- They greatly increased their usage of Vidyo internally due to the pandemic
- The operational benefits their organization realized following the deployment of Vidyo:
  - Delivered faster performance
  - Improved data protection of critical information
- They increased the productivity of their staff by 40-50% using Vidyo
- They increased their user satisfaction by 40-50% with Vidyo