

Press release

**BS/2**

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Lithuania

Innovative and faster system to serve customers

***With the global economy under restructuring and continuous progress of information technologies, outsourcing profile also changes. Outsourcing providers increasingly focus on customer business profile and are fast to introduce novelties facilitating a much more effective and smooth solution of issues routinely faced by customers.***

„Penkiu kontinentu bankines technologijos“ (BS/2) company, the leading outsourcing service provider to financial and other businesses in the Baltic States and the Eastern Europe expands its .iQ family product range by introducing an innovative customer service module “Service Desk” featuring a special “Service Request Management” solution.

*Customers using bank services see dysfunctional ATMs and other self-service machines comparatively seldom. However just as any other machines these ones sometimes fail causing abundant difficulties to banks, especially in remote locations without customer service units. Our novelties address this issue by minimizing the number of such difficulties and facilitating the fastest possible solution of problems whenever faced,– says Tomas Bublys, Technical Director of BS/2.*

He says that the new solution allows on-line monitoring and controlling the status of every request lodged by a business customer or the system (whether it is a critical failure or temporary machine malfunction) starting with the request reception, assigning it to a specific specialist and down to full failure elimination, closing the request and including data on works done into the database.

*Therefore we and our customers may fully control and speed up the failure elimination process and plan their work with higher precision. Beside this, data stored in the system allows precise estimation of potential failures which may happen to any unit of the managed system thus minimizing actual failure probability,– explains Tomas Baublys.*

According to him, the new system allowed to reduce the failure elimination time down to 2 hours and ensure reaching 99.8% general service provision level (defined as SLA - *Service Level Agreement*).

BS/2 develops and introduces .iQ family solutions building up on the long term (15+ years) experience gained by the company and its partners, using the most advanced IT company management practice ITIL and international ISO 20000 standards.

**About BS/2** ([www.bs2.lt](http://www.bs2.lt)). BS/2 is an international business process outsourcing company, specializing in software and hardware solutions for financial institutions and retail trade companies throughout the world. Our key offering is based on outsourcing services and solutions covering such aspects of business as ATM network management, cash logistics, payment systems, antifraud, dispute management, monitoring and others. BS/2 also distributes hardware, spare parts for banking and retail industries, provides support and maintenance services. BS/2 is an official partner of Wincor Nixdorf in Lithuania and 14 other countries in Eastern Europe and the CIS. Having tremendous experience in the field of banking technologies, BS/2 provides its services and sells its products in 65 countries around the world.

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