

Service Desk.iQ

Service Network Management and Optimization

Penki kontinentai Group



1992 – Penki kontinentai was established



1998 – ASHBURN International



1998 – Penkių kontinentų komunikacijų centras



2001 – Penkių kontinentų bankinės technologijos (BS/2)



2004 – Skaitmeninio sertifikavimo centras (SSC)



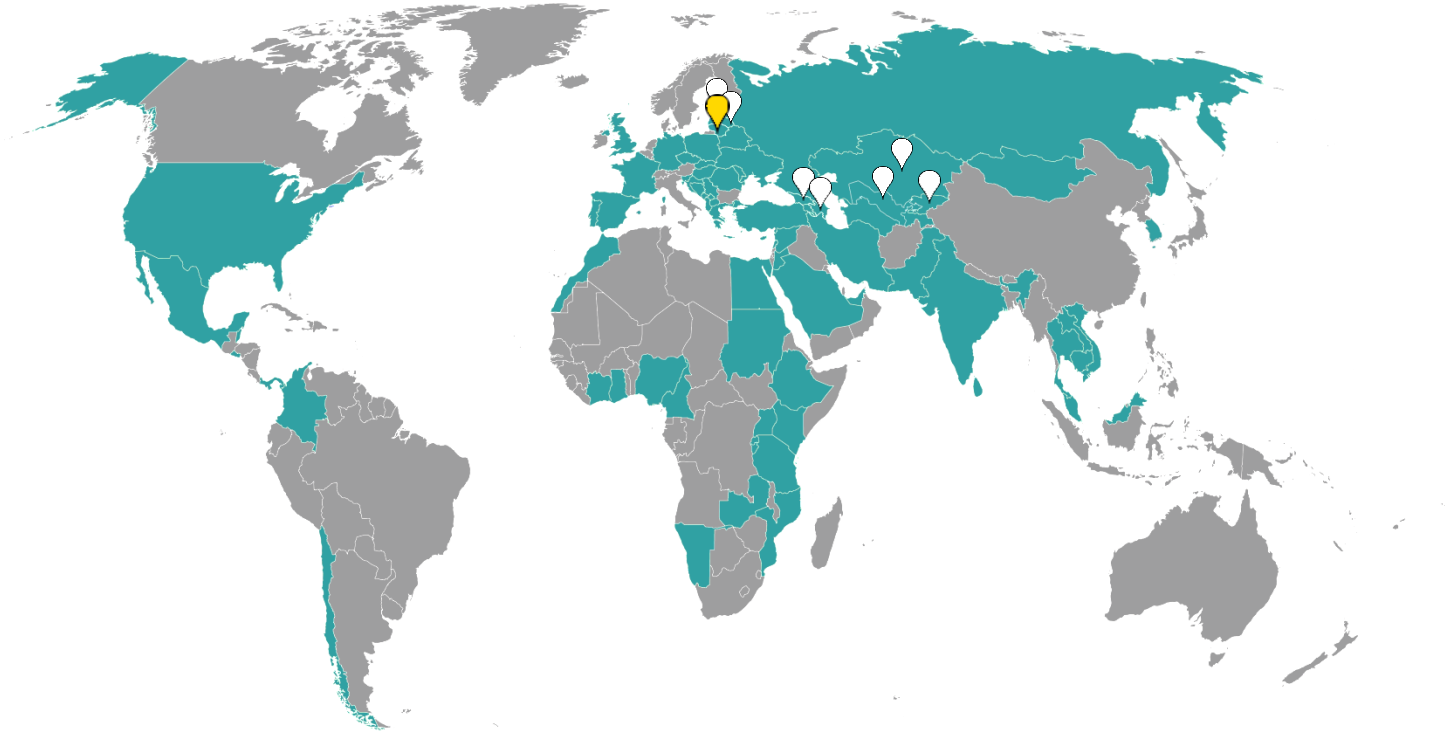
2005 – Penkių kontinentų investicijos

Business Areas of Penki kontinentai Group

Banking And Retail Trade Solutions	IT Services	Digital Signature	Tele-Communcations	Media	Investments
Software solutions	IT servicing	Digital signature certificates	Infrastructure implementation	TV channel "PENKI TV"	Real Estate investments
Banking equipment	Cloud solutions	Open key infrastructure	Internet	Specialized Internet portal	Smart House solutions
Technical maintenance (service)	Systems administration	Digital signature software	IP-telephony	Video production studio	
Acquiring and switching services	Infrastructure implementation	SSL certificates	IPTV	Live streaming	
Training and certification	Monitoring		Software development		
Loyalty programs			Monitoring		

- Software solutions development, implementation and support;
- Diebold Nixdorf banking and retail trade hardware sales;
- Hardware technical maintenance and service;
- Outsourcing services;
- IT infrastructure monitoring;
- Training and consulting;
- Spare parts delivery.

Geography



Head office in [Lithuania](#).

Subsidiaries:

[Azerbaijan](#) | [Estonia](#) | [Georgia](#) | [Kazakhstan](#) |
[Kyrgyzstan](#) | [Latvia](#) | [Uzbekistan](#) |



Our solutions and services are well-known worldwide and available in 77 countries.

Certificates



Successfully implemented the globally acclaimed ITIL V3 recommendations



and completed the implementation of Standard ISO 20000 for service management,



ISO 27 001 for information security management



PCI Security Standard Council acknowledged solutions ATMeye.iQ and Payments.iQ as PA-DSS (Payment Application Data Security Standard) compliant.



Awards

- ATMIA Industry Association
“Best ATM Security Technology” 2004 award
- Global ATMIA “Best Security Technology”
award
- National awards for the “Innovation prize” and
“Product of the year”
- Wincor Nixdorf “Best Banking Solution” award
(Payments^{iQ}), 2013
- Wincor Nixdorf “Best Service Banking”, 2003,
2004, 2013, 2014 award
- Wincor Nixdorf “Best Banking Solution 2016”
award
- Diebold Nixdorf „Special Achievement Banking
2017” award



Main Facts

- 300 employees;
- 8 subsidiaries in different countries;
- 20 years of experience servicing banking and other types of equipment;
- 49 service centers in 8 countries;
- More than 100 certified service engineers;
- 7000 devices under service;
- 20 years partnership with Diebold Nixdorf ;
- Partnerships in more than 70 countries;
- Diebold Nixdorf certified Training Center;
- Compliance with ISO 20000, ISO 27001;
- PCI PA-DSS Level 1 certified;
- EcoVadis certified.



Technology Partners

DIEBOLD
NIXDORF



Microsoft
GOLD CERTIFIED
Partner

gemalto
security to be free

ingenico
GROUP

UNISYS



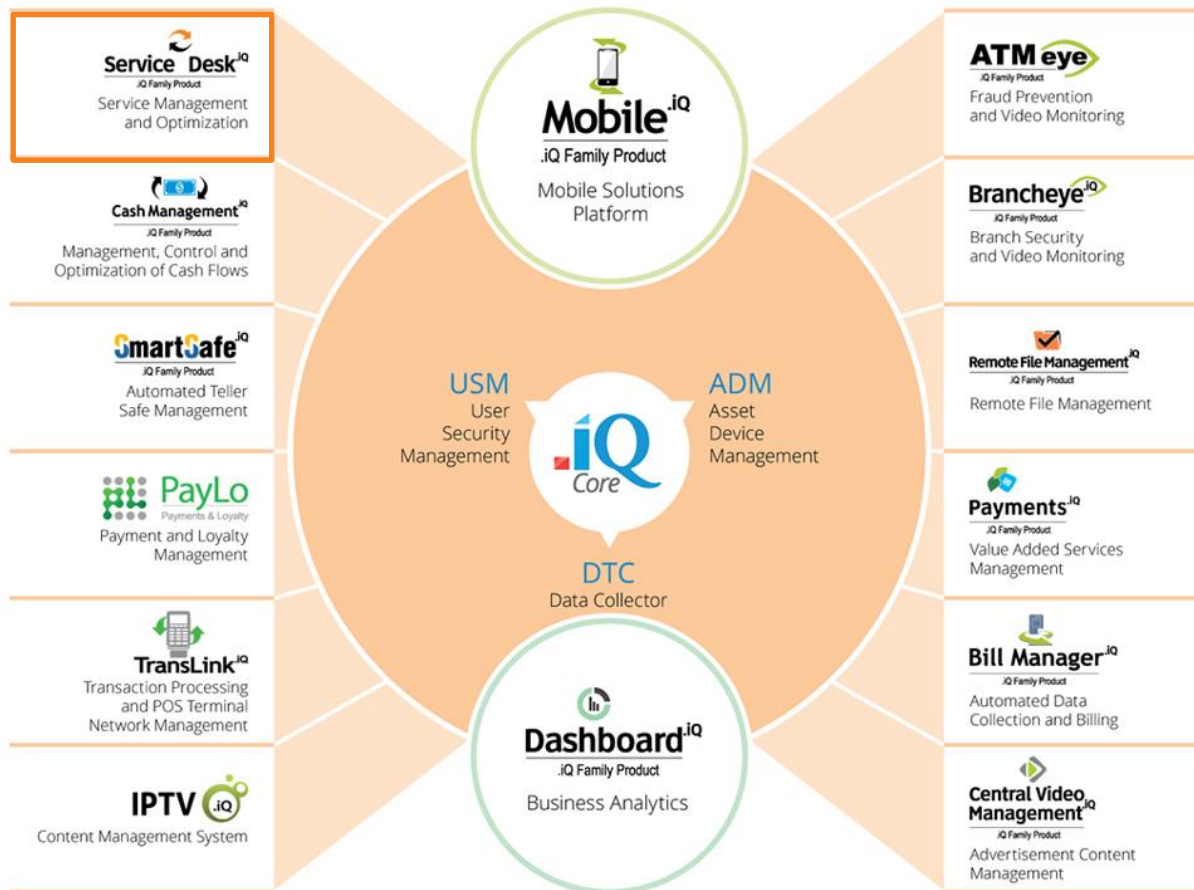
ARRIS

GD
Giesecke & Devrient


StrongPoint

BIZERBA

Software .iQ Family





Service Desk.iQ

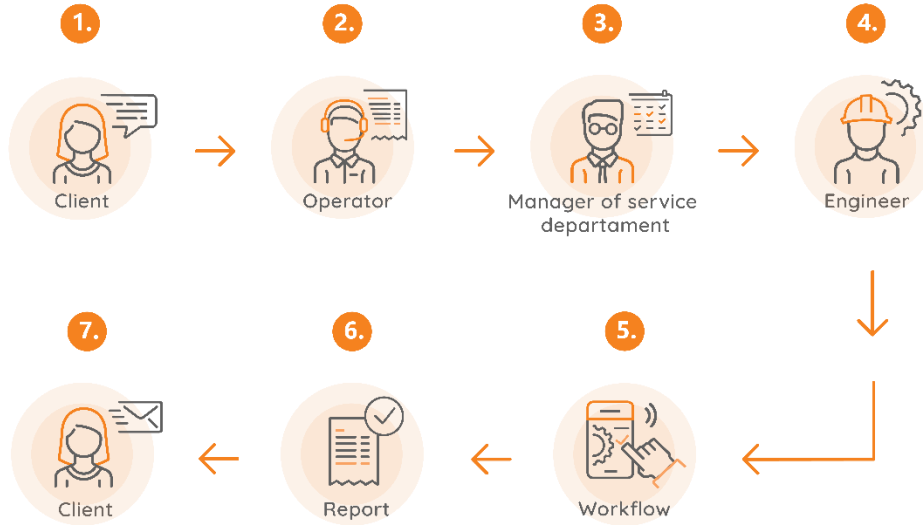
Service Desk.iQ is designed to automate incident management and other service processes in accordance with ISO 20000 standard. The solution is responsible for the assigning, execution and closing of customer requests, service division's work organization, reporting etc.

Service Desk.iQ modularity enables management of various organizational issues within the company.

Service Desk.iQ helps to reduce maintenance costs and improve the efficiency of service network.



Life cycle of a service request



1. Information about the service request automatically received via phone, e-mail and various monitoring systems (Proview, etc.).

2. Service Desk.iQ system processes the information automatically and creates a ticket, which is assigned by the operator to a specific service department.

3. Service department manager schedules the execution of incident elimination works with regard to work schedule and appropriate qualifications of engineers.

4. The engineer receives the job at his workplace and/or on his mobile device.

5. The engineer marks every checkpoint of the workflow in real time on the mobile device and sends the report to the system.

6. Service department manager checks the report and, if no additional work is necessary, confirms the execution of the request.

7. The operator checks for potential service level agreement (SLA) violations and sends the report to the customer.

Service Desk.iQ modules



SRM.iQ (Service Request Management)

SRM.iQ is designed for automated management of service requests received from the clients, or formed by support service managers, based on the planned support in accordance with the SLA requirements. The module manages the lifecycle of a ticket from its receipt to sending a report on the performed job.



SLA.iQ (Service Level Agreement)

SLA.iQ provides formalized input of a service level agreement as a set of control parameters, additional terms and calculation methods used to determine the customer service quality level. SLA.iQ module contains a formal list of events and their attributes that determine the service level.



FCM.iQ (Fuel Consumption Management)

FCM.iQ allows the automatic and manual input of the data required for accounting of the use of company-owned cars, including the mileage accounting for each car, as well as, the management of fuel consumption and correct and timely settlement for it.

Service Desk.iQ modules



BBM.iQ (Basic Billing Management)

BBM.iQ performs a service company periodic payment calculation of mutual settlements with customers as well as subcontractors associated with the signed agreements.



GCM.iQ (Geographical Control and Monitoring)

GEO.iQ allows real-time monitoring of devices, tasks and their status on the map.



SRP.iQ (Service Repair Parts)

SRP.iQ allows recording all the events related to the life cycle of the accounting units of repair stock used by the servicing company. The system performs the operative accounting of the spare units, details, and materials movement between the servicing company storehouses as well as between persons in charge. This module allows to make decisions regarding the redistribution of residual parts at the service centers according to established standards and the number of serviced equipment. Possible integration with different accounting systems provides reduction in manual processing and data duplication.

Service Desk.iQ modules



LRM.iQ (Local Repair Management)

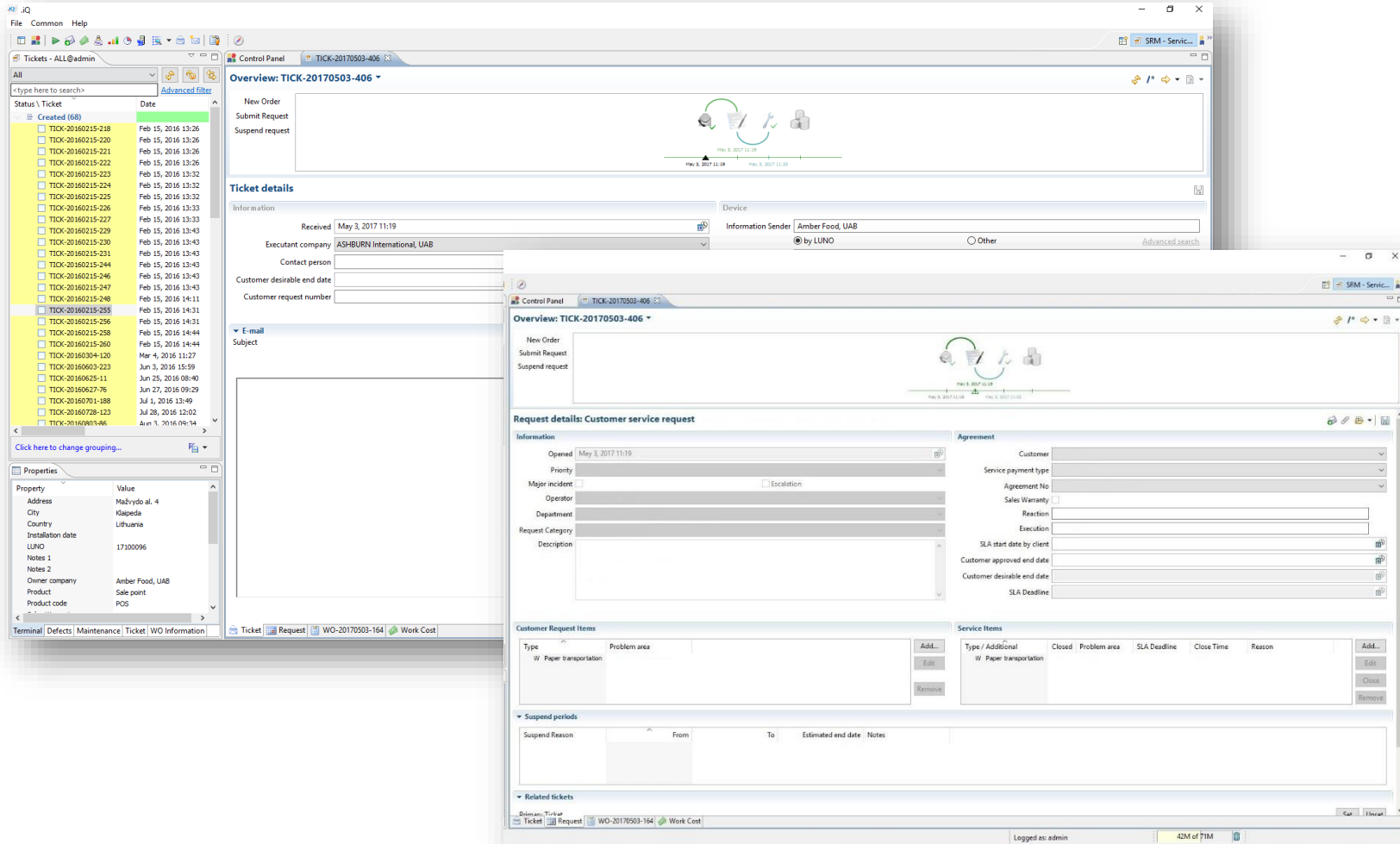
LRM.iQ registers events in the local repair subdivision (i.e. from the spare units taken from the serviced objects). In this module, similarly as in the SRP.iQ module, the accounting of life cycle of local repair is performed. The module's potentials are used for the composition of local repair work orders.



KPI.iQ (Key Performance Indicators)

KPI.iQ is used to gauge and assess the effectiveness and efficiency of processes and to monitor the trends. KPI accurately and fully assess the progress made towards achieving a particular goal. The module provides a great number of expert-designed reports, which helps the analyst who assess business effectiveness to do their job. Any custom report can be generated additionally.

SRM.iQ module interface



Mobile Service Desk.iQ

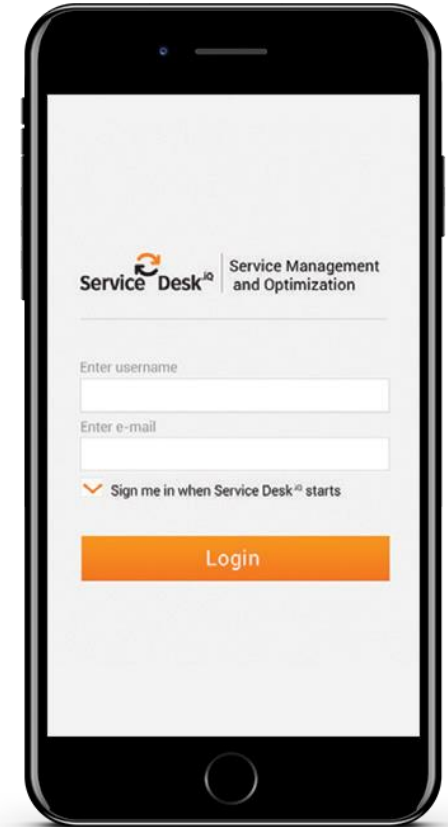
Mobile application for service system

Mobile Service Desk.iQ provides remote access to the Service Desk.iQ system, wherever you are.

This mobile application provides a link between operators and engineers - tasks can be set based on the location of personnel, keeping real time records of service time, and status control of tasks.

Work performance efficiency is achieved by providing the ability to control all the processes in real time from anywhere in the world.

Monitoring the work performed and awareness of employees increases labor efficiency and reduces supporting services costs.



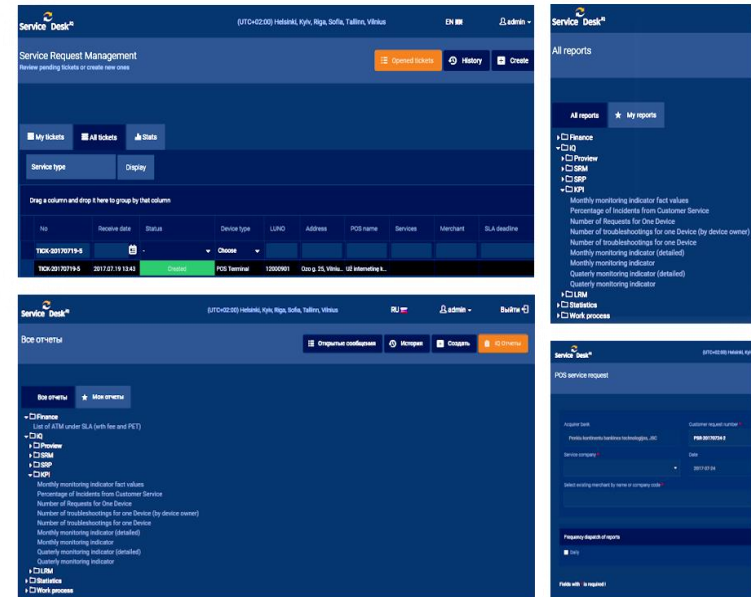
Web Service Desk.iQ

Access to Service Desk.iQ through a web browser allows to perform basic tasks regardless of your location.

All you need is Internet connection and you can see queries and their status, decide what actions are relevant to this or that query, group individual requests and monitor SLA.

WEB Service Desk.iQ is designed to perform four basic functions: review of current and past requests, registration of new requests and tickets, review of reports and subscription.

At the customer's request it is possible to customize the solution to the client's corporate style and install additional functionality.





Thank you for your attention

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