

Service Management and Optimization



Competence at the core

The company Penkių Kontinentų Bankinės Technologijos (BS/2) is the part of Penki Kontinentai group of companies, provides services in 78 countries, creating software solutions which help automate and optimize your business.

For more than 25 years, we are developing specialized innovative software and technological solutions for banks, financial institutions and retail companies. We are offering high-quality IT products that meet your customers' needs.

Our Services:

- Software development, sales, installation, support and systems integration services
- IT service outsourcing
- Maintenance and repair of banking, telecommunication, acquiring and retail equipment
- Monitoring of IT infrastructure
- Staff training and consulting
- Spare parts supply
- Sales of specialized equipment for banking and retail companies

Our Clients:

- Banks and financial institutions
- Retail companies
- Gas stations
- Postal services
- Other companies (casinos, hippodromes and others)





**25
YEARS ON
THE MARKET**



700+
international
customers

7
affiliated
companies
in Azerbaijan,
Estonia, Georgia,
Kazakhstan,
Kyrgyzstan,
Latvia and
Uzbekistan

90+
partners
all around
the world

International Recognition and Awards:

Diebold Nixdorf / Wincor Nixdorf

- Special Achievement Banking 2000, 2013, 2014, 2017.
- Best Banking Solution 2012, 2013, 2016.
- Best Banking Service 2002, 2003, 2012, 2013, 2014.
- Most Innovative Software Solution 2004, 2005.
- Most Innovative Concept 2002, 2003, 2004, 2005.

ATM Industry Association

- Best ATM Security Technology 2002.

Lithuanian Confederation of Industrialists

- Innovation Prize 2016.
- Lithuanian Product of the 2001, 2005, 2006, 2007, 2008, 2012, 2017.

Certificates:

ISO 27001, ISO 20000, ITIL V3, PCI PA - DSS.

ISO 27001

BUREAU VERITAS
Certification



ISO 20000

BUREAU VERITAS
Certification



Functionality of Service Desk.iQ

ServiceDesk.iQ – automation solution of the maintenance for banks and the retail sector service equipment (self-service terminals and other). The solution empowers handling of clients support requests, organizing of service staff work and providing efficiency reports. ServiceDesk.iQ is a module-based solution that provides the option to optimize organizational processes.

Service Desk.iQ solution complies with ITIL V3 recommendations and the international standard for management and maintenance ISO 20000.



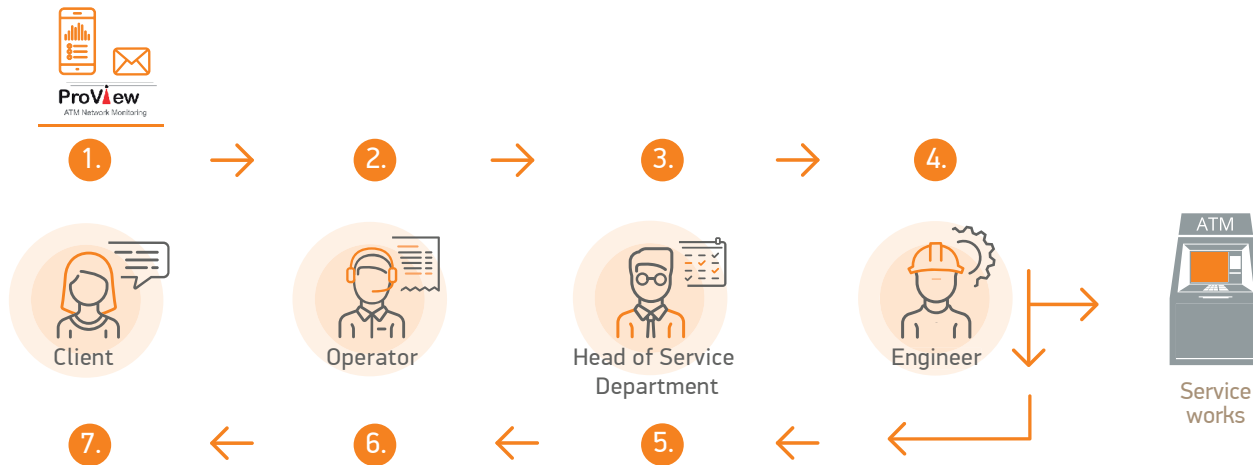
Main functional purposes of Service Desk.iQ:

- Controlling of Service-Level Agreement (SLA) obligation for each request;
- Service works scheduling in accordance with staff qualification and standard;
- Handling of incidents and service requests;
- Notification and report system for end-users qualified for the intervention and problem resolution ;
- Statistical reports generation;
- Human and operational resources recording as well as equipment and spare parts depreciation during service works;
- Spare parts tracking during transportation;
- Fuel products recording during service works;
- Critical incidents detection.

Service Desk.iQ allows you to gain complete control over the service processes, from receiving a service request to issuing an invoice for the performed work.

Work-flow of Service Desk.iQ

Service Desk.iQ helps to reduce service expenses and increase its quality



1. Notification about an incident by telephone, e-mail or other ways (integration with service monitoring systems).
2. Automatic data processing and generation of service requests delegated by a system operator to responsible service staff.
3. Work assignments for better incident handling according to work schedule and qualification of service staff.
4. Task delegation for particular service engineer (notification to workstation or on mobile device) and performing.
5. Real-time task progress updates made by each service engineer.
6. Work report revision by the supervisor with the confirmation or initiation of additional works.
7. Service Level Agreement (SLA) revision by the operator, report generation for the client and service request closing.

Service Desk.iQ modules



SRM.iQ (Service Request Management)

The SRM.iQ scheduling and performing of service requests received from customers or generated by service operators in accordance with SLA requirements. The module manages the life cycle of the service request from the moment it is received to its closing, generates and sends out reports to the customers about the work status.



SLA.iQ (Service Level Agreement)

The SLA.iQ module provides the opportunity to formally enter the terms of the Service Level Agreement (SLA) and evaluate customer service. The module contains a formal list of events, parameters and other details of the agreement and helps to build transparent and effective relationships with customers.



FCM.iQ (Fuel Consumption Management)

The FCM.iQ module allows automated and manual data entry that is necessary for effective management the company's fleet vehicles. The module takes into account the mileage, fuel consumption and other parameters, helping to optimize the use of resources.



MSI.iQ (Messaging Services for Integration)

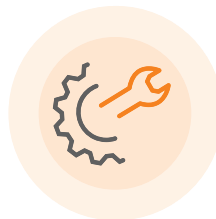
The MSI.iQ module is designed to organize the automated data transfer between a request registration service and the Service Desk.iQ system. Data transfer is carried out through a single communication gateway, allowing clients to synchronize the two systems and transmit the data about opening of new service requests, as well as current work status. The module may use e-mail or web service integration and other features.



GEO.iQ

(Geographical Control and Monitoring)

The GEO.iQ module allows real-time tracking of equipment needed for service works displayed on a map.



LRM.iQ

(Local Repair Management)

The LRM.iQ module allows quickly to manage and plan local repair and to order faulty parts and other components in accordance with labor and repair costs and spare parts price.



SRP.iQ

(Service Repair Parts)

This module allows clients track and register all events of the life cycle of spare parts, materials, instruments and other units. The module optimize warehouse inventory redistribution by regional service centers in accordance with the standards and the number of serviceable equipment. The option of integration with various accounting software helps to automate data processing.



KPI.iQ

(Key Performance Indicators)

The KPI.iQ module calculates the effectiveness indicators of the key performance of service and allows to track its trends. The data is provided in the form of visual reports for the analyst department or company management.

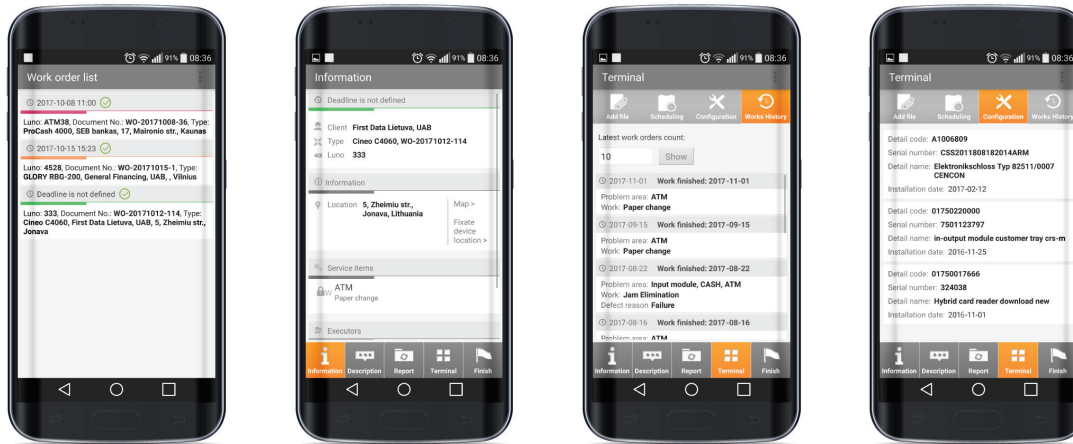
Mobile Service Desk.iQ for mobile service staff

Mobile offer for service system

Mobile Service Desk.iQ provides remote access to the system, wherever you are. The mobile application ensures communication between operators, service center managers and engineers and builds effective environment for resolution of any kind of technical problems in accordance with the staff qualification and location. This solution allows to track of employee work performance and to get the current status in real time. Online control of all processes ensures fast and high-quality work and reduces the total cost of the maintenance.

Mobile Service Desk.iQ increases the efficiency of communication between mobile staff and quality control department. It facilitates the automation of service processes.

Mobile Service Desk.iQ is available for downloading:



User Interface Examples



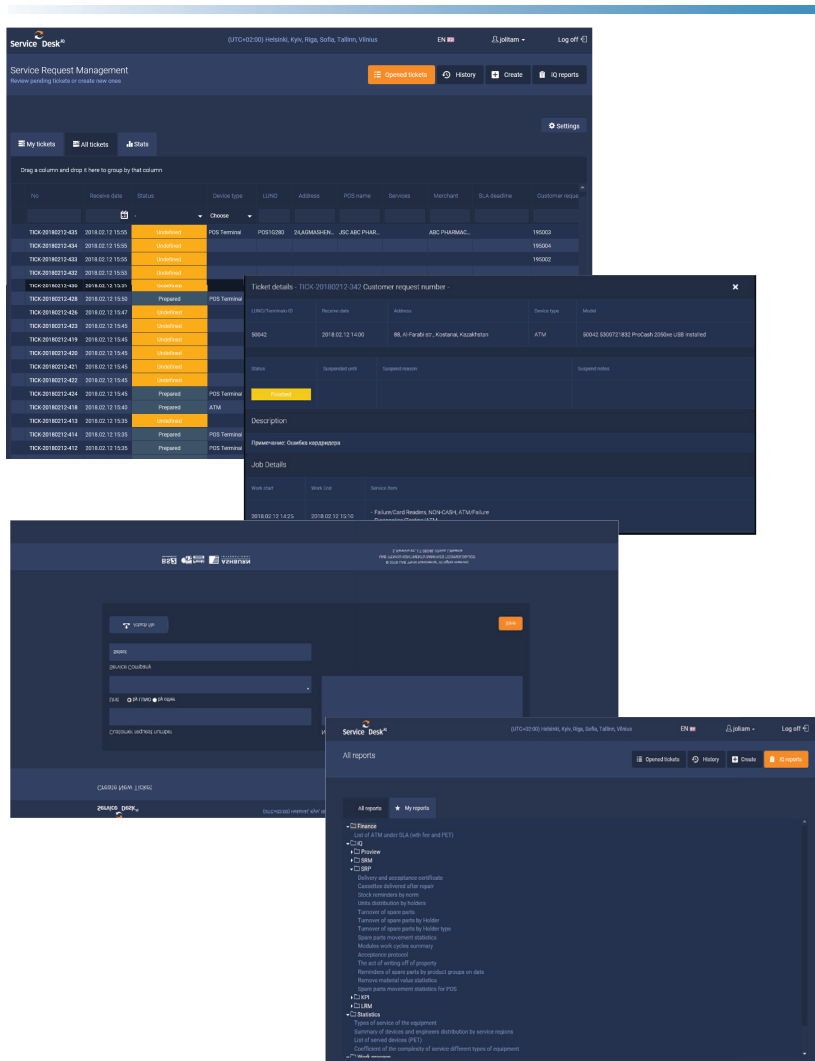
Web Service Desk.iQ

Web Service Desk.iQ – accessible and reliable tool to improve your service operations

Using a web browser, an authorized user is able to create service requests in the system, group them by various parameters and view it in a user-friendly interface and monitor the progress of their execution in accordance with provided SLA.

Web Service Desk.iQ provides all information about current and past service requests: the total number and frequency of incidents, determined by the type of device, region, quality of service execution (SLA), and other parameters. These data are combined into reports that can be automatically distributed to analysts and various managers, allowing to optimize the company's work processes.

The Service Desk.iQ solution can be configured accordingly to the requests of each client. In this case, the design of user interfaces can be changed in correspondence to the corporate style.



Related Products



ATMeye^{iQ} – is a comprehensive solution that provides additional safety and video security for self-service devices that helps to protect against any type of criminal actions.



Dashboard^{iQ} – is an intellectual module of .iQ family products that provides data gathering function and visualizes it as vivid reports for analyzing and making decisions.



Remote File Management^{iQ} – (Remote File Management) is an .iQ family product enabling a secure files transfer between self-service devices and administrator workstation or data collection server.



Cash Management^{iQ} – Cash Management^{iQ} is a .iQ line software solution, developed to automate and optimize the cash flow-related processes at all cash deposit and withdrawal points. It allows maintaining optimal cash amounts throughout the whole network of ATMs, ATSS, vaults and bank branches. The monitoring tool provides an opportunity to get real time information regarding current cash balances on self-service devices.



Mobile^{iQ} – is a set of mobile solutions designed exclusively for .iQ family products in order to provide mobile access to various information resources and services.

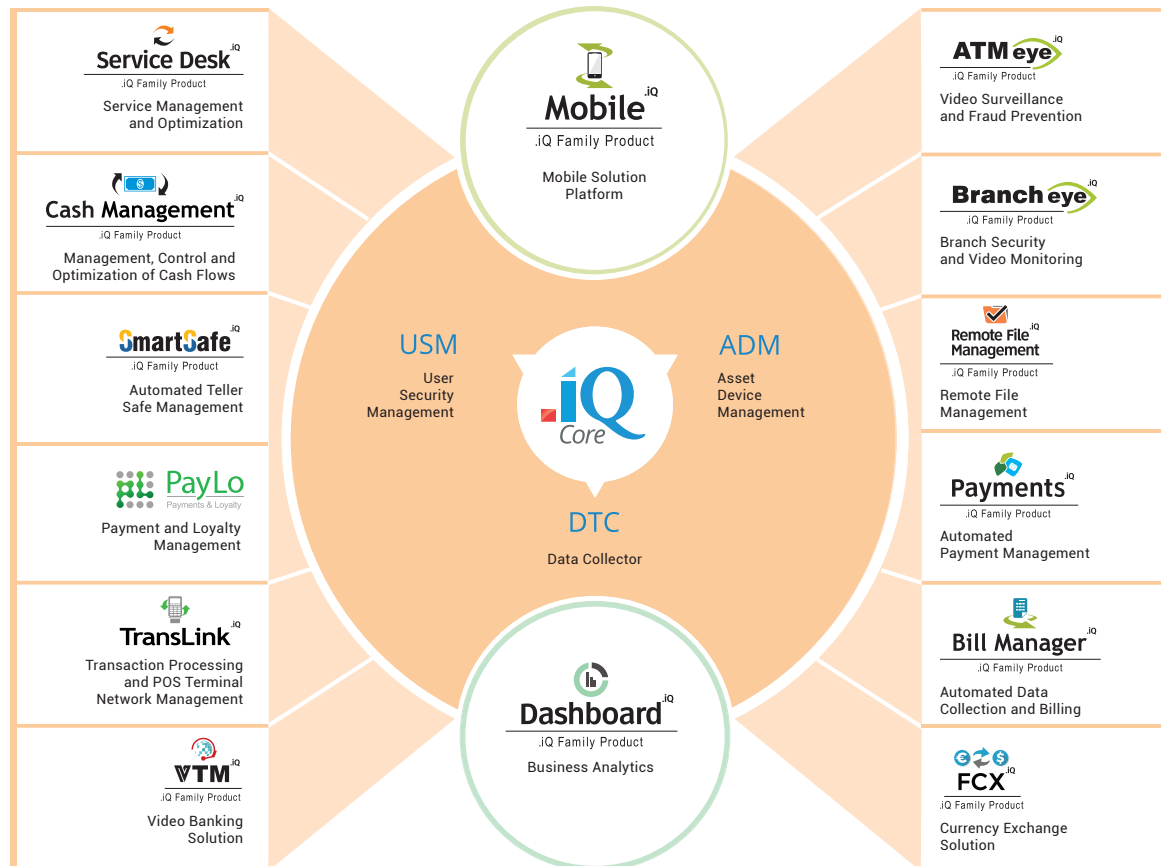


Bill Manager^{iQ} – the automated data collection system for the provided services, the accounts creation and the conduct of settlements between consumers and service providers.



TransLink^{iQ} – the solution for transaction processing and POS-terminals network management.

Family .iQ products





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2018 04 27