



Penki kontinentai group

**SERVICE DESK.iQ**  
*Intelligent support solution*

# Service Challenges

**If your mission is to:**



## **Reduce**

- Service maintenance costs
- Labour input of your staff



## **Control & measure business performance**



## **Reach all business units, regions with the single solution**



## **Improve**

- Operational control
- Customers satisfaction

**This solution is for You!**

# Service Desk.iQ



BS/2  
Service Desk

**Service Desk<sup>iQ</sup>** – management and maintenance solution provides ability to monitor common workflow engine and let's respond quickly and efficiently to any business service incidents.

This software environment helps to keep responsible staff for technical devices organized and provides a complete control of the service process, starting with the received service request and ending with the invoice billing for the accomplished works.

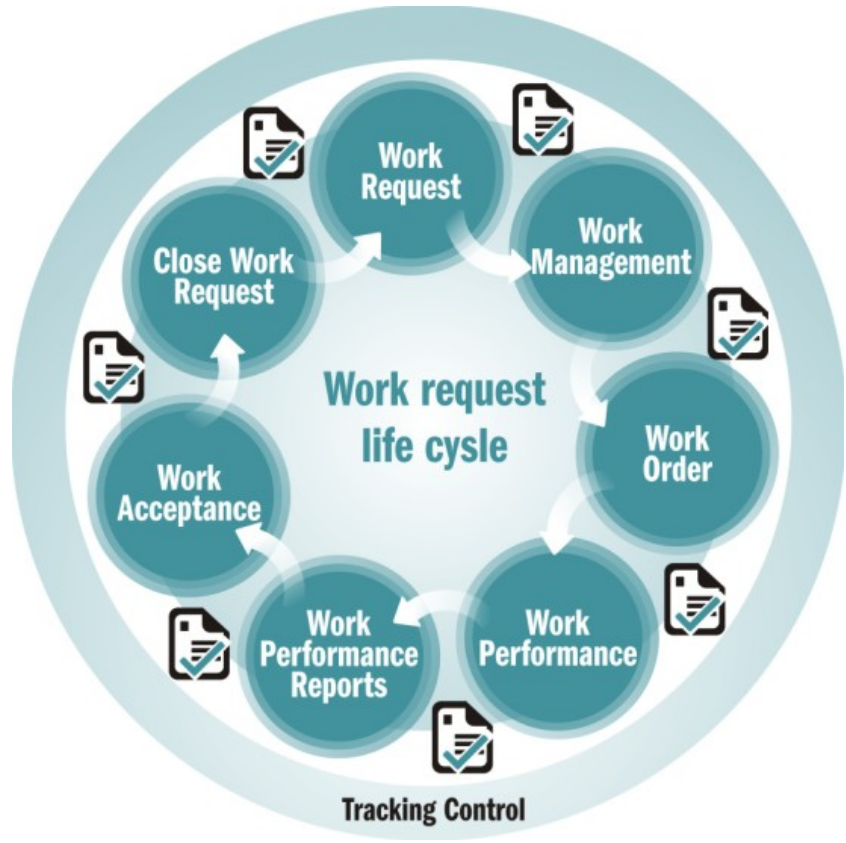
# Service Desk<sup>iQ</sup>



# Service Desk<sup>iQ</sup> Main Tasks

- **Service requests management**
- **Monitoring of the critical situations**
- **Automatic reception, recognition, sorting and documentation**
- **Control of issue status**
- **Company resources management**
- **Control of contractual obligations**
- **Structured and interrelated data collection**
- **Rendering of statistical and analytical accountability**
- **Alerts and operative information presentation for decision-making system users**

# How Does Service Desk<sup>iQ</sup> Work?



# Main Service Desk<sup>iQ</sup> Functionality

- **control of information access**
- **control of the material resources**
- **control of the maintenance personnel**
- **control of the agreements**
- **settlements between participants**
- **cost-price calculation of the provided services**

# Control Of Information Access

The screenshot displays the 'Permissions' configuration window in the Service Desk iQ application. The window title is 'ATMIQ' and it includes a menu bar with 'File', 'New', 'Edit', 'Permissions', 'Log', 'Report', 'Common', and 'Help'. The main area is titled 'Permissions' and contains a table with columns for different user groups and rows for various system modules. The table uses green checkmarks for full access, yellow checkmarks for partial access, and red X's for no access.

Permissions	Accounting	BS/2 KAZ dash...	BS/2 Ryga Sup...	Dashboard only	Dashboard sales	Developers	Disabled users	Driver and ma...
Forms and Actions to grant perm...								
> Asset management	X	X	X	X	X	X	X	X
> Cash Management	X	X	X	X	X	X	X	X
> Common objects	X	X	X	X	X	X	X	X
> Dashboard	✓	✓	✓	✓	✓	✓	X	✓
> Data controller	✓	✓	✓	✓	✓	✓	X	✓
> OTRS	✓	✓	✓	✓	✓	✓	X	✓
> PDS integration	✓	✓	✓	✓	✓	✓	X	✓
> Petrol management	✓	X	X	X	X	X	X	✓
> Pick-up card Management	✓	X	X	X	X	X	X	✓
> Service support	X	X	X	X	X	X	X	✓
> SkyNET Reports	X	X	X	✓	X	X	X	✓
User group permissions	X	X	X	X	X	X	X	X
User info	X	X	X	X	X	X	X	X
User Management	X	X	X	X	X	X	X	X

**Module Permissions**

**Properties** | **Description**

Permissions are represented with access rights. Access rights restrict access to modules, forms and their attributes. Access rights for modules and forms can be:

- Full access: ✓
- Partial access: ✓
- No access: X

Access rights for form attributes includes the following:

- read - allows user to view information;
- write - allows user to create, edit or delete information;
- read/write - allows user both read and write operations.

Buttons: Apply, Cancel, Close

Footer: Logged as: admin, 15M of 39M

# Control Of The Material Resources

The screenshot displays the 'Terminal Report' window in Service Desk iQ. The interface includes a navigation pane on the left showing a tree structure for 'Lithuania' and 'Alytus'. The main area shows a 'Terminal List' table with columns for Terminal ID, Terminal Type, Terminal State, Country, Region, City, Address, Serial Number, Vendor, and Device Model. Below the table, there are pagination controls and a 'Properties' section for the selected terminal.

Terminal ID	Terminal Type	Terminal State	Country	Region	City	Address	Serial Number	Vendor	Device Model	D
0000000610055...	ATS	Not installed	Lithuania		Vilnius	SEB tr...	00000000610...	Win...	ProCash BB...	A
00631009437	POS Terminal	Installed					00631009437	Bull S...	Terminal A...	A
00745002445	POS Terminal	Installed					00745002445	Bull S...	Terminal A...	A
00745002446	POS Terminal	Installed					00745002446	Bull S...	Terminal A...	A
00745002542	POS Terminal	Installed					00745002542	Bull S...	Terminal A...	A
00745002543	POS Terminal	Installed					00745002543	Bull S...	Terminal A...	A
00745002560	POS Terminal	Installed					00745002560	Bull S...	Terminal A...	A
00745002561	POS Terminal	Installed					00745002561	Bull S...	Terminal A...	A
00745002568	POS Terminal	Installed					00745002568	Bull S...	Terminal A...	A
00745002569	POS Terminal	Installed					00745002569	Bull S...	Terminal A...	A
00745002570	POS Terminal	Installed					00745002570	Bull S...	Terminal A...	A
00745002738	POS Terminal	Installed					00745002738	Bull S...	Terminal A...	A
00745002739	POS Terminal	Installed					00745002739	Bull S...	Terminal A...	A
00745002747	POS Terminal	Installed					00745002747	Bull S...	Terminal A...	A
00745002751	POS Terminal	Installed					00745002751	Bull S...	Terminal A...	A

Page 1 of 124: First 1 2 3 4 5 Last

Showing record(s): 1 - 15 of 1858 15

**Properties** Location Info Device Info Related Companies Scheduling Down Time

Name	Value
Terminal Identifier	00745002446
Terminal Type	POS Terminal
Terminal State	Installed

Logged as: admin 31M of 62M

# Control Of The Maintenance Personnel

The screenshot displays the Service Desk iQ interface for a specific ticket (TICK-20100412-6). The interface is divided into several sections:

- Navigation Panel (Left):** Shows a list of tickets grouped by date (Apr 14, 2010 and Apr 12, 2010). The selected ticket is TICK-20100412-6.
- Overview (Top Right):** Displays the ticket ID (TICK-20100412-6) and a "Forward E-mail" link. It includes a "New Order" section with a timeline showing dates 10-04-22 08:47, 10-04-12 08:48, and 10-04-22 18:18.
- Execution (Middle Right):** Contains fields for "Department" (Service department), "Supervisor" (Nikolaj Lomovcev), "Notes" (neveikia shutteris- 001D 4228\_E 2 13 00000000000000000000 "DI Shutter undefined"), "Local Work" (checkbox), "Driver" (Sigitas Leonavicius), "Assigned To" (Sigitas Leonavicius), and "Deadline" (2010-04-12 12:48). A status message indicates "3 days, 19:18 - passed from deadline".
- Service Items (Bottom Left):** A table with columns: Type, Defect / Additional, Reason, and buttons for Add, Remove, SI -> WI, SI <- WI, and Edit WI.
- Work Items (Bottom Right):** A table with columns: Work Type, Work, Notes, and SI is Closed. It shows one entry: Repair, Shutter repair, Yes.
- Properties (Bottom Left):** A list of properties for the terminal, including Country (Lithuania), State (Installed), City (Druskininkai), Street (37, V.Kudirkos), Serial number (SSB321732), Notes (Moved from 1), Terminal id (SSB321732), Type (ATM), Luno by owner (55), and Owner company (SEB bankas).

The status bar at the bottom shows "Terminal Defects Maintenance Ticket", "Ticket Request WO-20100412-9", "Logged as: admin", and "19M of 39M".

# Control Of The Maintenance Personnel

**Assign To**

Check employee(s) to assign

Employee	Running W...
<input type="checkbox"/> Andrej Zakrevskij	0
<input type="checkbox"/> Dimitrij Lac	2
<input type="checkbox"/> Marius Libnickas	1
<input type="checkbox"/> Nikolaj Lomovcev	0
<input type="checkbox"/> Raimundas Dauksas	1
<input type="checkbox"/> Rimas Keraitis	2
<input checked="" type="checkbox"/> Ruslan Kurilenko	3
<input type="checkbox"/> Sigitas Leonavicius	1
<input type="checkbox"/> Tomas Kaniusenenas	1
<input type="checkbox"/> Vitalijus Mondeikis	0
<input type="checkbox"/> Vladimir Iljin	1
<input type="checkbox"/> Vladislav Begunov	4

[Check all](#) [Uncheck all](#)

Ruslan Kurilenko: current works

Terminal	Luno	Priority	Deadline	Customer
5300139406	301	High	Apr 12, 2010	SEB bankas
6100556181	145	High	Apr 12, 2010	SEB bankas
5300348995	545	Normal	Apr 12, 2010	First Data Lietuva, IADR

Address: Vilnius, 25, Ozo str.

Notes: vel sustojo su pilnu divertu. nors siandien buvo inkasacija

Ticket: TICK-20100412-64    WO: WO-20100412-40

E-mail subject: 301 Vilnius

E-mail: vel sustojo su pilnu divertu. nors siandien buvo inkasacija

AB SEB bankas  
Mokėjimų ir sąskaitų administravimo departamentas  
Operacijų priežiūros sk.  
Bankomatų monitoringo ir apskaitos poskyris

OK    Cancel

# Service Desk<sup>iQ</sup> Benefits



**Cuts service maintenance costs**



**Controls all business processes aspects**



**Constant business performance measurement**



**Reduces the labour inputs**



**Improves the service quality and company's image**



**Integrates with any other IT system**

# Service Desk<sup>iQ</sup> Modules



**BS/2**  
Service Request  
Management



**BS/2**  
Service Repair Parts



**BS/2**  
Local Repair Management



**BS/2**  
Service Level Agreement



**BS/2**  
Service Invoicing  
Management

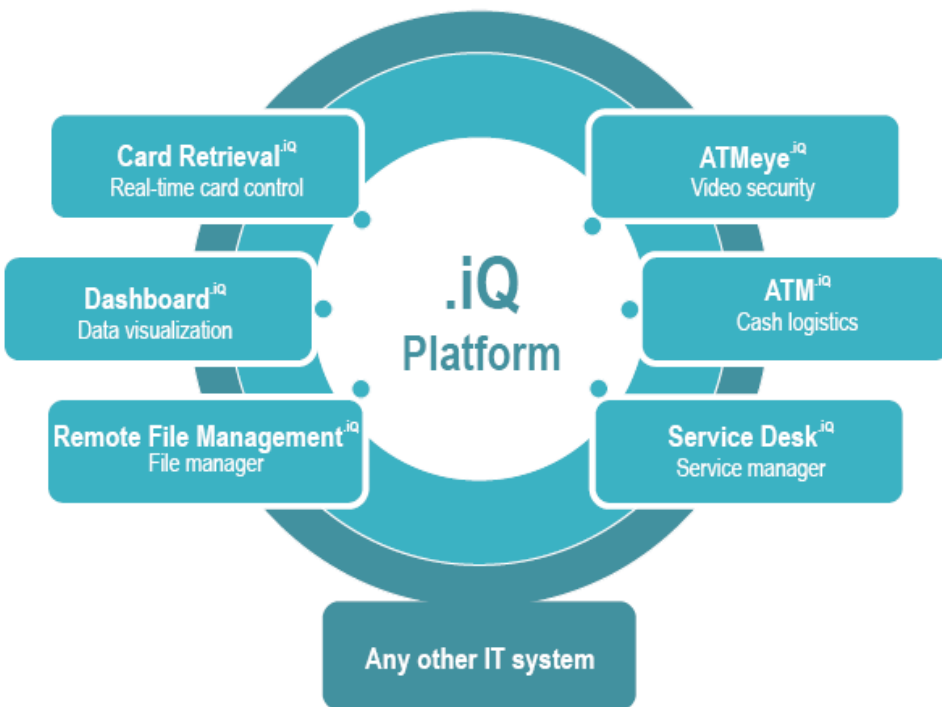


**BS/2**  
Service Expenses  
Management



**BS/2**  
Fuel Consumption  
Management

# BS/2 .iQ Products Family



**ATMeye<sup>iQ</sup>** – an intelligent video monitoring and client conflict settlement solution for self-service equipment networks.

**ATM<sup>iQ</sup>** – a cash management and cash flow optimization system in self-service equipment networks.

**RFM<sup>iQ</sup>** – Remote File Management module will allow you to download the Journal files from your device and make updates when needed.

**Card Retrieval<sup>iQ</sup>** - monitoring and handling of retrieved cards by terminal and/or person. Automates the lifecycle of retrieved card with providing supporting documentation.

**Service Desk<sup>iQ</sup>** –management and maintenance solution for complex technical devices and systems.

**Dashboard<sup>iQ</sup>** - analyzing, reporting, monitoring and workflow managing solution.

# Key Facts About BS/2



**BS/2** – business process outsourcing company. We specialize in banking software development, system integrations and professional services. Over 14 years of experience and sales in more than 65 countries around the globe proves our reliability and professional experience in banking technology business.

**Head office:** Lithuania

**Subsidiaries:** Latvia, Estonia, Russia, Belarus, Georgia, Azerbaijan, Kazakhstan, Uzbekistan, Ukraine and USA.

# What We Do?



## Business process outsourcing

- Transaction device hardware sales
- Hardware maintenance
- Spare parts distribution
- Innovative software development and integration
- Banking software
- Software support and maintenance
- Monitoring
- Consulting
- Training

**Thank you!**

Please visit [www.bs2.lt](http://www.bs2.lt)

For further information