



# **BS/2 SUPPORT AND MAINTENANCE SERVICES**

*Experience - Professionalism - Responsibility*

# Software Support and Maintenance Challenges



**If you have ever faced these ATM software issues:**

- High device outages
- High operational expenses
- Complicated administration and management process
- Intense IT department load
- Necessity for products updating or upgrading
- Necessity for improvement of given services

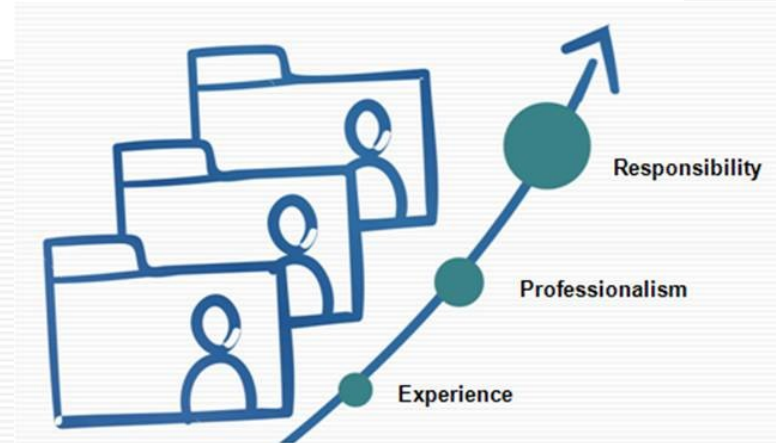
***Try BS/2 Software Support and Maintenance Services!***

# What is BS/2 Software Support and Maintenance Services ?

[REDACTED]

We offer

- Remote consultations concerning software operation
- Global network of support centers with expertise across our broad portfolio
- Local language support in major countries



# Services That We Provide



- **Software support and maintenance**
- **Software development**
- **Software updates, upgrades, hot-fixes**
- **Remote consultations concerning software operation**
- **Personalized reporting**
- **Trainings**

# Software Support and Maintenance Services We Provide To



BS/2	WINCOR NIXDORF
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<b>.iQ Family Products:</b>	ProClassic/Enterprise
ATMeye <sup>®</sup>	ProView
ATM <sup>®</sup>	ProCash/Fonet
Card Retrieval <sup>®</sup>	ProCash/TOPnet
Remote File Management <sup>®</sup>	Remote Key Loading (RKL)
Service Desk <sup>®</sup>	Platform Security Agent (PSA)
Dashboard <sup>®</sup>	ProTect/ONE
<b>SmartSafe</b>	ProCash/xDC
iQpay	ProConsult/xDC
iQxml	ProCash/IN
PDS	ProChip/EMV
Journal Encrypt (JE)	CSC-W32/Cash
Journal Signed (JS)	ProTopas
Journal Copy (JC)	ProDevice/SSP
Journal Backup (JB)	ProSOP
Journal Upload (JU)	Mono & Multifunctional ATM's
Data Masking Solution (DM)	Cash deposit, cash recycling systems
	Info & payment terminals

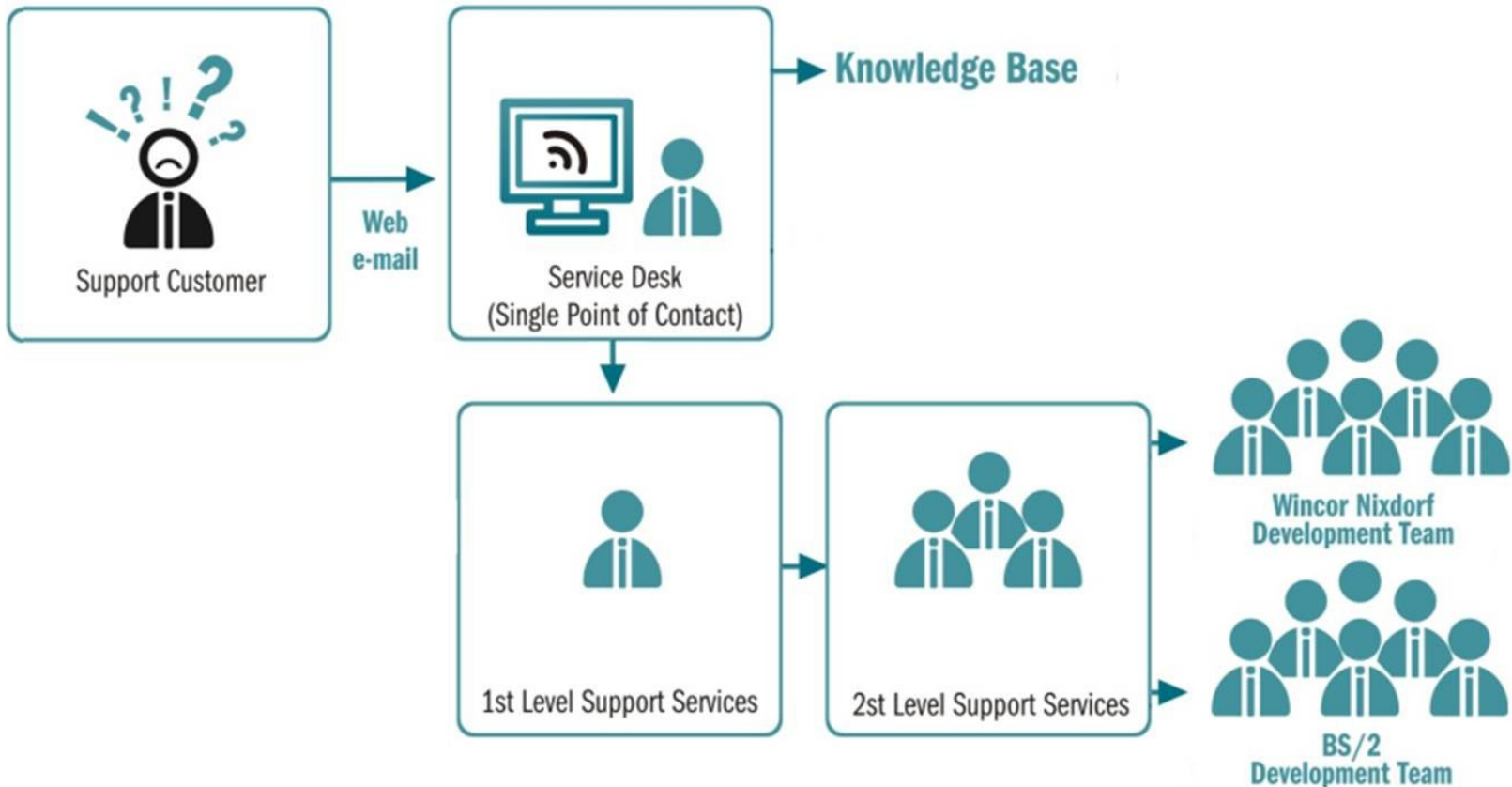


## Hardware

- Mono & Multifunctional ATM's
- Cash deposit, cash recycling systems
- Info & payment terminals
- ATS, passbook printers

# How does it work?

## Support and maintenance agreement



# Software Support Levels



## The “Gold” Software Support Level

**Proactive support package to the customers immediate**

Question answering and problem solving services with minimal time impact on your business performance



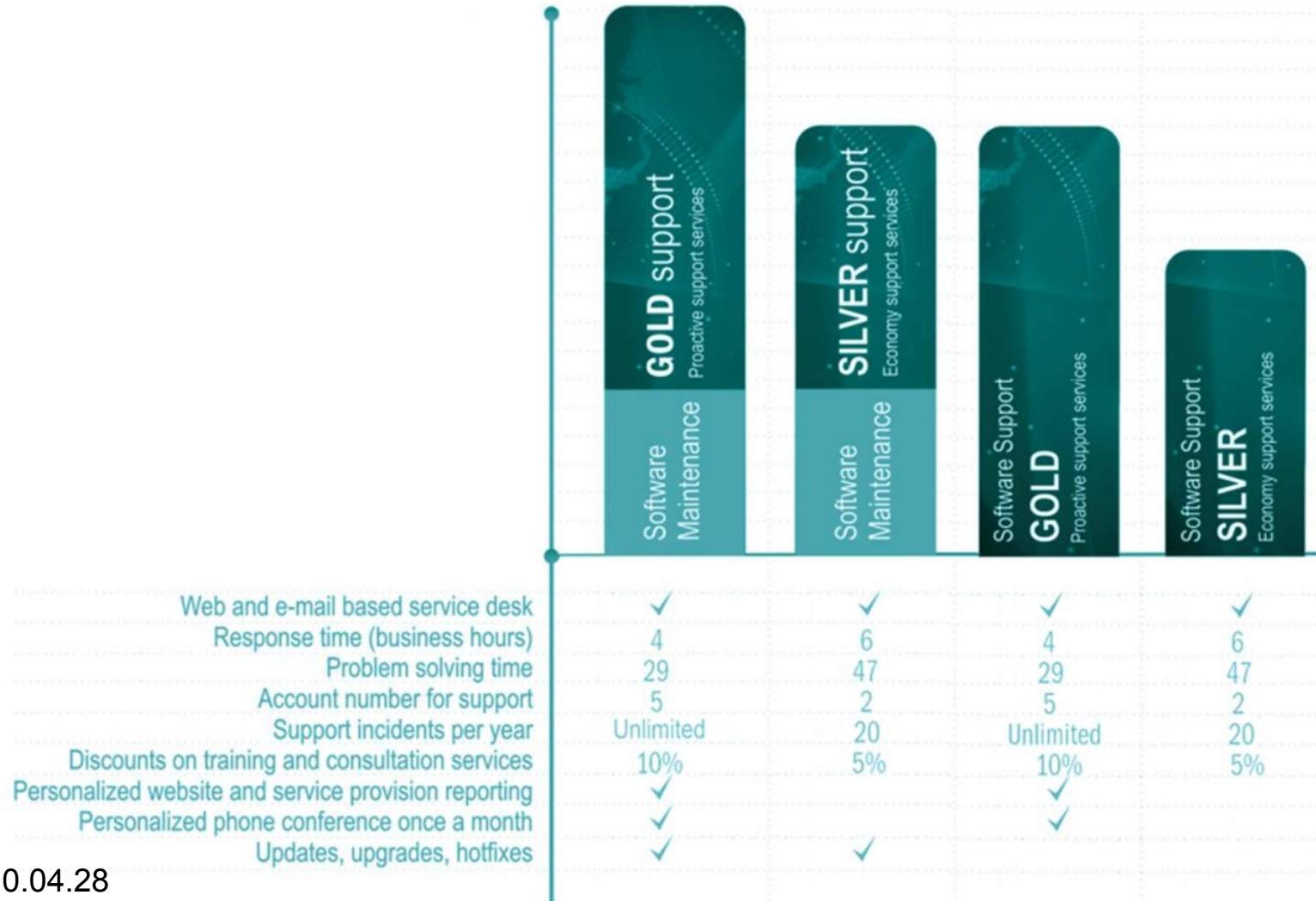
## The “Silver” Software Support Level

**Economy support package**

Question answering and problem solving time will depend on workload but it will not take longer than set times

# Support and Maintenance Offerings Overview

## Services Included



# One Time Support Level Upgrade

If you designated a problem as a Severity, BS/2 will give you the possibility for one-time agreement upgrade on additional fee.



# BS/2 Software Support and Maintenance Services Value



PROBLEM	SOLUTION	
<b>Big device outages</b>	Fastest problem escalation	✓
<b>High operational expenses</b>	cost-effective solution (outsourced remote services)	✓
<b>Complicated challenge administration and management</b>	Single point of contact system with local support team	✓
<b>Intense IT department load</b>	support team with deep product knowledge and daily experience	✓
<b>Necessity for products updating or upgrading</b>	notification about newest, possible updates or upgrades	✓
<b>Necessity for improvement of given services</b>	using BS/2 experience	✓

# BS/2 “Suport contract” Smart Insurance



- A minimum 2 year support period for all products (version / release level) from general availability
- A minimum 12 months notice to customers of a product being withdrawn from support via announcement letter
- All components in a product or solutions are supported

# Who we are?



**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 60 countries around the globe proves our reliability and professional experience in banking technology business.

**BS/2 – everything from one hands!**

**Head office:** Lithuania

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

# What we do?



## Business process outsourcing:

- Innovative software development and integration
- Banking software sales
- Transaction device hardware sales (ATMs, self service devices. Safes and etc.)
- Software support
- Hardware maintenance
- Spare parts distribution
- Monitoring
- Consultation
- Trainings

WE CARE

# Technology partners



# Thank you

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