

# *Portfolio*

*of Service*

*Banking Sector*

*BPS*



## **INTRODUCTION**

This portfolio highlights the proposal of a highly qualified work team, whose main objective is to do things in the best possible way, understanding that technology should be a tool and not a way of life.

This team, called BPS, wants to improve the lives of everyone involved in a specific technological service, and the good news is that we know how to do it.

## **WHO ARE WE?**

We are a company with more than fifteen years in the market, helping our customers to: implement and enhance technology services, optimize operations and support, perform high quality service management and expose the state of the technology and the business through online dashboards, all in order to maximize revenue and reduce losses.

## **WHAT WE DO?**

BPS implements in its clients a technological climax, product of a good service and a happy user. This is why we make use of the best practices of the technology industry, which become the infallible tools of a multidisciplinary and experienced team in the consulting field, allowing clients to dedicate themselves to the business and technology to be the essential support that allows a growth in quality.

## **BPS SERVICES**

The following are the consulting services for the final delivery (control dashboards) and solution management (outsourcing), with delivery characteristics for the areas that own the technology and the administrative management of the companies. Our proposal evidences the commitment and experience that BPS puts at the service of its customers.

## **VALUE PROPOSAL**

Our purpose is to help clients optimize their operating costs and technological investment by building and using real indicators that align technology with business. Based on automation and continuous improvement of services and their availability, we present evidence of accurate financial results and a significant improvement of the user experience.

## **CONSULTING ON-LINE CONTROL DASHBOARDS**

We automate the generation of real-time business dashboards that reduce service downtime and, therefore, help reduce associated costs. We identify the monetary losses due to incomplete, failed or bottlenecked transactions in real time and isolate the point of failure, so that service administrators can quickly restore it, making it easier to obtain the definitive solution.

We have been performing these activities for several years in the banking sector accompanying different clients in the construction of a large number of value indicators. The flexibility is key and this is why the dashboards are adapted to the needs of our clients in terms of presentation and quantity.

### **IT DASHBOARDS**

They allow to measure service performance in real time and identify the faults that occur, as well as to obtain key indicators such as availability and percentage of transactional faults.

### **OPERATION DASHBOARDS**

They allow measuring the operation of IT-supported services, incident resolution and requirements execution times, as well as the identification of bottlenecks.

### **BUSINESS DASHBOARDS**

They allow measurements in terms of gains, losses, income and expenses, as well as the possibility of measuring the effectiveness of the use of technology and the effectiveness of the human team that operates the IT-supported services.

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## **OUTSOURCING**

### **TRADITIONAL SERVICE**

The traditional outsourcing service offered by BPS consists of the on-site or remote deployment of a team qualified and expert in service management and technology platform administration, which seeks to reduce unavailability and, through best practices, identify the necessary automations for the solution and execution of requirements. By reducing unavailability, the usefulness of services is improved. In a defined time interval, the operation will also be more economically effective. With financial clarity as a basis, short-, medium- and long-term service management, preventive support and capacity plans can be generated and executed.

As a result of the initial assessment conducted on the operation of the services, the level of expertise of the required human talent will be proposed, as well as key aspects of team management, e.g. on-site or remote Technical Leader. An SLA is proposed and will be validated on a monthly basis.

The following are the different key platforms that BPS can manage, operate and support under the outsourcing modality:

INFRASTRUCTURE

DATABASES AND INFORMATION MANAGEMENT

MIDDLE LAYER

IT MANAGEMENT

PROCESSES

APPLICATION SERVERS

IT NETWORK

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## **OUTSOURCING + SERVICE WITH MANAGEMENT TOOLS INCLUDED**

The outsourcing+ service with management tools offered by BPS consists of the same traditional Outsourcing service, but including a set of tools (service desk and monitoring platform) to make the management of the platforms more effective and efficient.

The implementation of these tools is carried out by means of an exhaustive and preliminary information survey of all activities, so that later an implementation according to the needs of the service can be carried out and indicators of improvement and control of the services can be delivered with a high degree of precision.

This allows our customers to have a real-time image of how the work of the team provided by BPS, begins to generate positive progress in the indicators and therefore improvements in availability, response times, solutions and operational savings.

The following are the different key platforms that BPS can manage, operate and support under the outsourcing+ modality:

INFRASTRUCTURE

DATABASES AND INFORMATION MANAGEMENT

MIDDLE LAYER

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PROCESSES

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IT NETWORK

**bps**

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