



outsourcing

extensive knowledge base

production support

**software
corporation
international**

www.sci-solutions.com

24 X 7 Support



Let SCI focus on
your operations . . .
so you can focus
on your future.

Item Processing Production Support

Overview

Outsourcing has become a strategic business tool. Leading organizations in every industry are discovering that they can reduce costs and improve efficiency by outsourcing any function that does not directly create value.

SCI's Item Processing Production Support offering was designed to leverage our nationwide resources and decade of experience in supporting some of the world's largest item processing operations. This service provides current users of IBM's CPCS with the option of outsourcing multiple support processes. SCI resources will manage operational and technical support processes for both traditional and image processing environments and will provide detailed reporting to management.

Service Levels

We recognize that there is no "one size fits all" item processing support outsourcing solution. Working with clients, we will develop integrated solutions to meet your unique needs. Specifically, this service provides 24 X 7 operational and technical support plus custom programming support for CPCS and multiple third party applications.

How It Works

SCI will provide users of this service with a single point of contact for all supported processes. Each account will have both dedicated resources and access to application specialists.

All calls will be immediately logged and managed through the use of SCI's automated software that facilitates the tracking, automatic escalation, resolution, and reporting of all reported instances. In addition, SCI will provide clients with detailed historical information about the performance of their item processing operations.

Expertise

SCI was founded in 1990 by a group of individuals with extensive experience in the payment systems and professional services industries. During the last decade, the company has grown to be one of the world's largest and most capable independent providers of CPCS technical support.

With over a decade of experience in supporting some of the world's largest item processing operations, SCI can deliver effective solutions for your high volume transaction processing needs.

Service Offerings

Variable service offerings include:

- Operational expertise
- Technical expertise
- Custom programming
- CPCS
- Image
- Third-party software (i.e. Vector Sort)
- Upgrades
- Conversions
- Combinations

Benefits

The Item Processing Production Support offering will allow users to focus their resources on strategic issues while providing the following benefits:

- Reduced cost structure
- Increased user satisfaction
- Improved employee morale
- Leverage best practices
- Lower overall costs

For more information about this offering or other SCI solutions, please contact the company's software development group at 800-772-7044.