# Key Features of DS Center.iQ Decision Support System

Achieving business success demands the ability to promptly and intelligently adapt to changes in a fast-paced environment characterized by high levels of uncertainty. In June 2023, BS/2 unveiled **DS Center.iQ** – a cutting-edge decision support system that seamlessly integrates and harmonizes various data sources.

DS Center.iQ stands as a potent tool suitable for managers at all levels. Simultaneously analyzing data from multiple sources facilitates optimal decision-making. The software solution can receive information from the following outlets:

- Automated Service Systems
- Technical Monitoring Systems
- Management of POS Terminal Networks and Transaction Routing
- Software Platforms for ATM Payment Acceptance
- Security Systems for Self-Service Devices
- CRM Systems
- Contact Center Systems

Decision support system **DS Center.iQ** empowers users to anticipate and act proactively. For instance, by overseeing all available information assets, comparing diverse indicators, and forecasting organizational income amidst emerging technologies, viable alternatives can be weighed. Furthermore, **DS Center.iQ** identifies customer needs and mitigates risks.
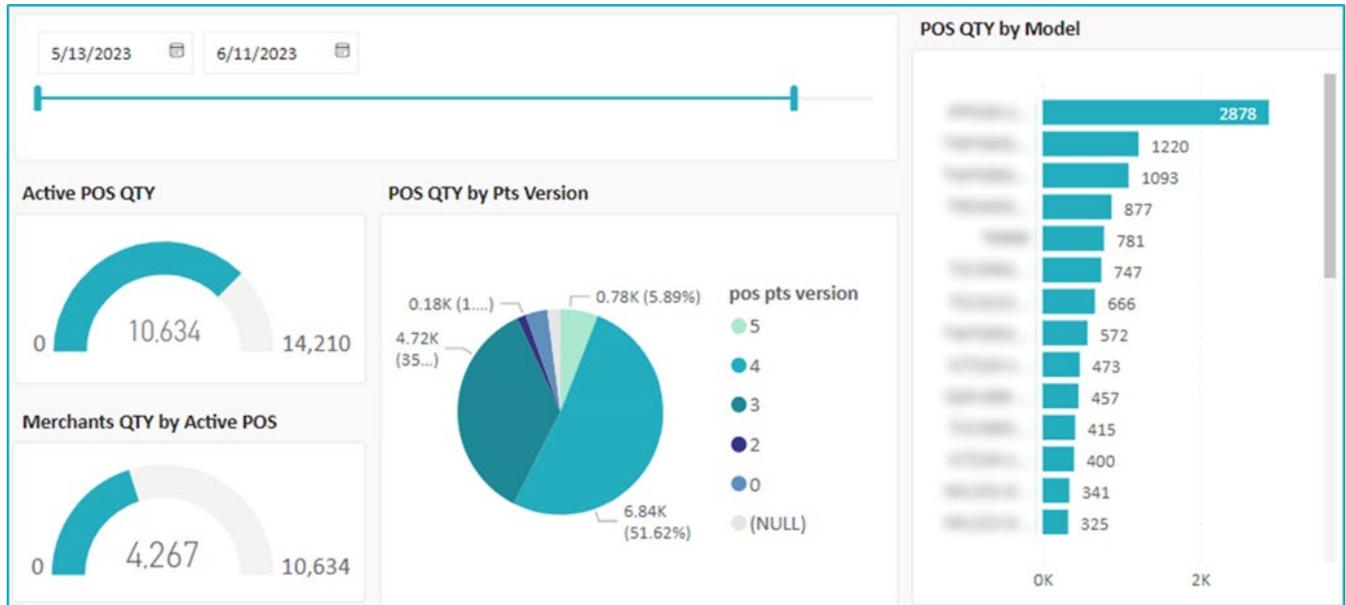
Results of Employing **DS Center.iQ**

Decision-Making Support

The newly launched platform streamlines analysis processes, enabling users to swiftly make informed decisions using visual data such as charts, graphs, and dashboards.

Utilization of Business Intelligence (BI) Tools

Integrating data from disparate sources permits cross-analysis, revealing interrelationships between parameters. Detecting trends and understanding factors directly influencing the business becomes more accessible.

Process Optimization

To enhance payment acceptance processes, transaction data undergoes scrutiny to pinpoint bottlenecks for improvement. As a result, transaction costs decrease, and operational efficiency enhances.

Elevated Service Quality

DS Center.iQ simplifies the comprehension of customer preferences and behavior, leading to superior services and heightened customer satisfaction.
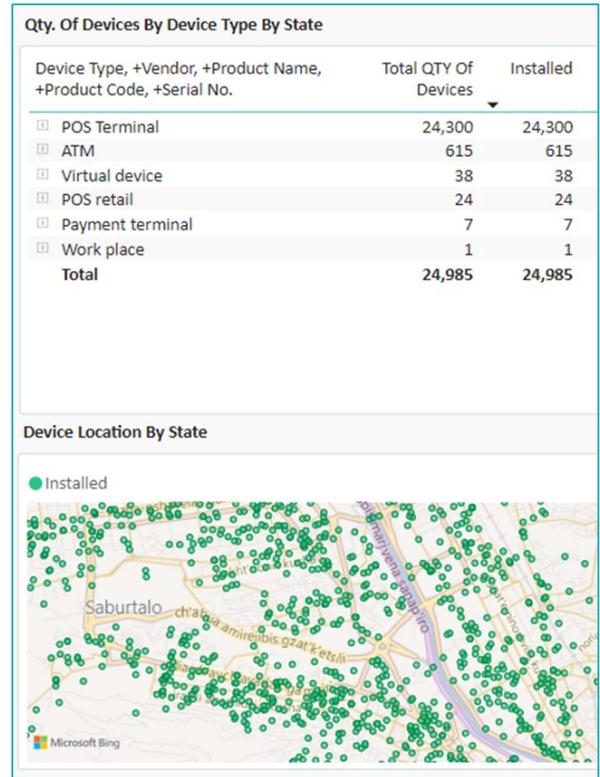
Preventing Failures

Analyzing data from technical monitoring systems for equipment like cash registers, ATMs, and self-service devices is imperative to detect malfunctions and forestall potential breakdowns. This bolsters overall operational reliability by curbing problematic transactions.

A Higher Standard of Customer Service

Monitoring equipment data identifies popular locations and behavioral patterns. This enables optimal equipment placement and improved service availability for customers.

Load Prediction

DS Center.iQ's data analysis tools aid in forecasting peak loads and anticipating resource requirements. Financial institutions and banks can plan their operations more proficiently.

Qty. Of Devices By Device Type By State

Device Type, +Vendor, +Product Name, +Product Code, +Serial No.	Total QTY Of Devices ▼	Installed
⊞ POS Terminal	24,300	24,300
⊞ ATM	615	615
⊞ Virtual device	38	38
⊞ POS retail	24	24
⊞ Payment terminal	7	7
⊞ Work place	1	1
Total	**24,985**	**24,985**

Device Location By State

● Installed

In today's landscape, banks and financial service providers face increasing volumes of data and complex decision-making in a rapidly changing environment. Under such conditions, decision support systems such as **DS Center.iQ** are integral components of infrastructure. Managers at all levels can promptly derive pivotal insights and concentrate on making strategic decisions more effectively.

BS/2 Company offers comprehensive services encompassing **DS Center.iQ** integration and implementation within users' infrastructure.