



LENIC CONSULTING AND TECHNOLOGY SERVICES LIMITED

/'sə:vis/... we define service!

(Formerly CCJL Services Group Limited)

SmartSource Depot

Who is it for?

The SmartSource Depot is the latest in a group of IPOD-related services that LeNic Consulting And Technology Services Limited (LeNic) makes available to its contract clients. It has been developed specifically for banks that have implemented a full remote capture image processing model. In this model, desktop scanners are placed at various “capture points” within a particular geographical region so that cheque images and data can be captured and immediately transmitted to a centralized location, which is then responsible for the additional processing required for the Automated Clearing House (ACH) that governs that region.

Tackling a serious challenge...

With truncation on the horizon, it is extremely important that the scanners perform reliably in the field because their performance has a direct impact on the ability of the remote locations to complete and transmit their work in time to meet the aggressive deadlines set by the governing ACH.

For an affordable monthly fee, subscribers to the service receive the following benefits:

- ✓ unlimited repair instances over the period of coverage;
- ✓ unlimited telephone support if located in a country that is also one of LeNic’s support hubs;
- ✓ one hour free telephone support per service call if located in a satellite territory;
- ✓ replacement scanner shipped to the client within 1 working day after proof of shipment of faulty device has been received (*conditions apply*);
- ✓ free courier delivery of replacement unit to location of choice within the area of coverage;
- ✓ no additional charge for parts used during repairs;
- ✓ scanners repaired and placed back into rotation within 5 working days;
- ✓ completely defunct equipment replaced by latest models at no additional charge;
- ✓ new scanners (for additional capture points) available at a significant discount.

What will it cost?

The total cost of the service is made up of two separate fees. There is a fixed monthly subscription fee attached to every 5 *active* capture points and this fee does not increase until the client reaches the next threshold.

There is also a low monthly service fee per active capture point. The fees are also volume sensitive, so that the cost per device decreases as the number of capture points increases.

Fees will vary from region to region since there are some costs that are specific to a particular region or country.

Even more choices!!

The SmartSource Depot also comes with the option of two levels of support:

The *Primary* service option, LeNic assumes full responsibility for the management of the client’s cadre of SmartSource scanners.

The *Secondary* service option is targeted at clients that would prefer to retain the bulk of the support in-house. LeNic will train and certify the Bank’s technical staff in the repair of the devices so that, in conjunction with the purchase of a recommended spares kit, the Bank will be able to assume the majority of the support responsibilities.

Choosing one option over the other does not in any way diminish the benefits of the service. Whether as a primary or secondary service option, the benefits will kick in whenever LeNic is engaged.

Your Caribbean partner

LeNic Consulting And Technology Services Limited is committed to the provision of superlative technology support and services. Since its inception almost a decade ago, the company has continued to reinvent itself by anticipating the needs of its clients and creating services that are not only relevant to the global trends within the commercial banking sector but also in line with the unique culture and requirements of each individual client.

We at LeNic believe that our policy of proactive reinvention has enabled the company to adapt and respond to its clients’ needs swiftly and effectively time after time. Because of this, LeNic has no boundaries. Where our clients go, so do we.