

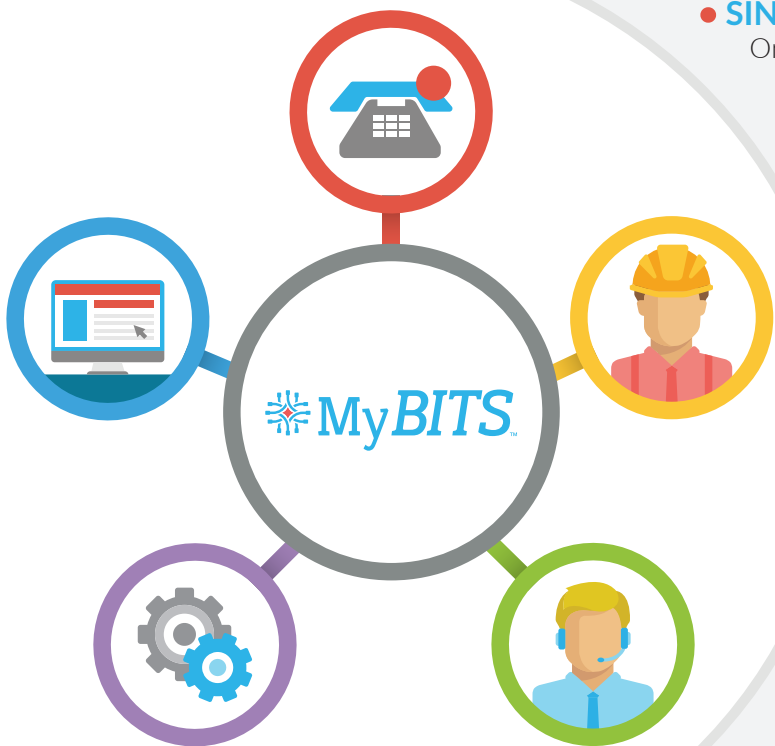
MANAGED SERVICES OVERVIEW

Let BITS be the single point of contact for your network, voice, connectivity, and security needs – enabling you to focus on managing your business instead of your technology.

WE'LL SUPPORT YOUR NETWORK SO YOU CAN SUPPORT YOUR CUSTOMERS

Most financial institutions rely on multiple vendors and service providers for their voice and data networks. When an outage or complex issue arises, it can be incredibly frustrating and time-consuming to resolve it – especially with the sheer amount of coordination that's required, and the finger pointing that is often the result.

With BITS' Managed Services, our engineers serve as your contact for any support issues. In addition to owning any problems related to our service, we ensure that your network is secure, fully-optimized, and performing at maximum efficiency.



- **SINGLE SUPPORT CONTACT**

One partner to support your infrastructure, including voice, connectivity, hardware, and security.

- **HIGHLY QUALIFIED ENGINEERS**

Work with certified engineers that can solve a majority of issues on a first call basis.

- **TECHNICAL SUPPORT CENTER**

Get immediate technical support for any WAN-related events to ensure your network is always optimized and performing efficiently.

- **PROACTIVE NETWORK SUPPORT**

Benefit from industry best practices that ensure network stability, performance, security, and maintenance, as well as regular failover testing to ensure redundancy.

- **MYBITS PORTAL**

Access network and compliance documentation, support ticketing, and our self-service solutions that include name changes, password resets, and phone settings.

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THE BENEFITS OF BITS' MANAGED SERVICES

Our Managed Services create the business and technical outcomes that financial institution leaders look for.



MITIGATED TURNOVER RISK

Reduce the risk of service lapses, knowledge and staffing due to turnover



IT EXPERTISE

Have access dedicated, highly-certified engineers without the burden to your payroll



FREED-UP IT RESOURCES

Enable your IT team to focus on strategic projects instead of putting out fires



SIMPLIFIED OPERATION

Focus on managing your business rather than managing your technology

WHY TRUST BITS?

BITS is not a publicly traded company that's driven by profit. We are owned by banks and built to exclusively help community financial institutions create a better banking experience for their customers.

OUR FOCUS

We're 100% focused on banking and understand your business, as well as your application needs

OUR IMPACT

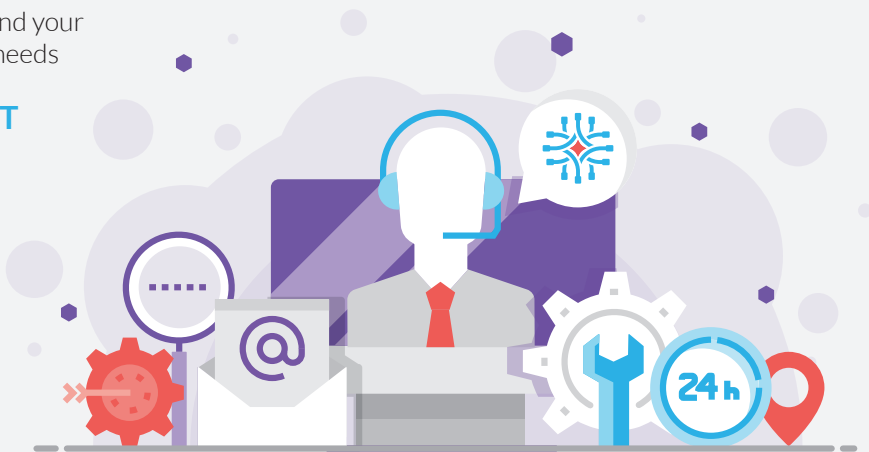
We have 15+ years' experience and serve 100+ banks and credit unions, totaling 1000+ locations

OUR FLEXIBILITY

Our solutions can be tailored to the specific and unique requirements of your financial institution

OUR NETWORK

We follow industry standards for best practices on maintaining and operating our network



INTERESTED IN LEARNING MORE?

The banking industry is changing and it's never been more important for financial institutions to focus on their core business. Reach out today to learn how BITS' Managed Services can help you get back to focusing on what matters most – being a bank.

WWW.BITS.US/SERVICES

888-400-BITS