



MESSAGE FROM THE CEO

Welcome to the New Year! 2016 ended on a very strong note, and 2017 promises to be an exciting year. With the economy continuing to grow, business appears to be strong in spite of the still somewhat uncertain headwinds



Jerald Murphy
CEO, BITS

associated with the collision of national and world politics.

For 2017, BITS plans on expanding its services and territory. However, we will continue to place our greatest emphasis on the

care and service of our tremendous customer base.

Expanding Current Capabilities – This year we are upgrading much of our existing infrastructure, to ensure our core capabilities continue to function with the highest efficiency. Critical upgrades are being implemented in two major areas.

First, we are upgrading all of our core networking equipment. We are installing the latest routers for our MPLS, Internet, and backup network services. This will enable us to continue to scale as we add more customers and bandwidth, as well as maintaining the highest Quality of Service and security capabilities.

In the second half of the year, we will upgrade our core virtual server infrastructure. We will be moving from a legacy VCE Vblock platform to the latest hyper converged platform creating twice the computing and storage capacity. This will both allow our current environment to perform better, as well creating the ability to offer more advanced services in the future. Our Solarwinds management system was recently upgraded with improved performance and increased management capability.

Self Service – We are continuing to grow our Self Service capabilities of the MyBITS Portal. Today, users can access

documents, reports, and access to create and view tickets. Soon we will be adding the capabilities for bank administrators to make phone changes and manage VPN users. The new self service capability will provide customers with the ability to make simple administrative changes themselves, such a phone name changes and password resets. Customers can expect to see this capability enabled on the MyBITS portal towards the second half of this year.

Call Recording– Launching in February, customers will be able to subscribe to a call recording solution that can be added to any phone. Our solution will provide customers on demand recording, supervisor access, and the ability to download or archive recordings. Additional reporting and alerting capabilities are also included.

Enhanced Contact Center

Functionality – BITS is enhancing our call center functionality from a traditional client application to a browser based application for increase performance. This new interface has a more modern appearance, runs efficiently in popular browsers, and provides increased agent performance capabilities. Upgrades for existing contact center customers will be starting this spring.

Collaboration Integration - Optimizing employee collaboration and customer service is an important part of our platform strategy. Giving users the ability to control their phone or other collaboration devices from their desktop or mobile devices is a growing requirement. Our team has been working to build secure integration solutions with customer desktops to



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allow for features such as click to call and presence status. In February we will be announcing service capabilities of Cisco Webex and Cisco Spark, with Cisco Jabber Instant Messaging soon to follow.

I will continue to visit our clients on a regular basis. I sincerely appreciate your allowing me to visit and especially appreciate feedback from you on how we can improve our service to you. Please do not hesitate to let us know how we can help you do your job better. I look forward to seeing you again soon.

Best wishes,

Where we will be

Indiana Bankers Association

2017 Information/Cybersecurity Officer
IT Officer / Operations Officer Forum
15th February 2017

BITS Connected

Below is the schedule for the 2017 BITS Connected Webcasts. Invitations will be sent to customers with instructions on how to register your attendance.

Winter 2017 – February 16 – 3PM ET

Spring 2017 – April 27 – 3PM ET

Summer 2017 – July 27 – 3PM ET

Fall 2017 – October 27 – 3PM ET

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