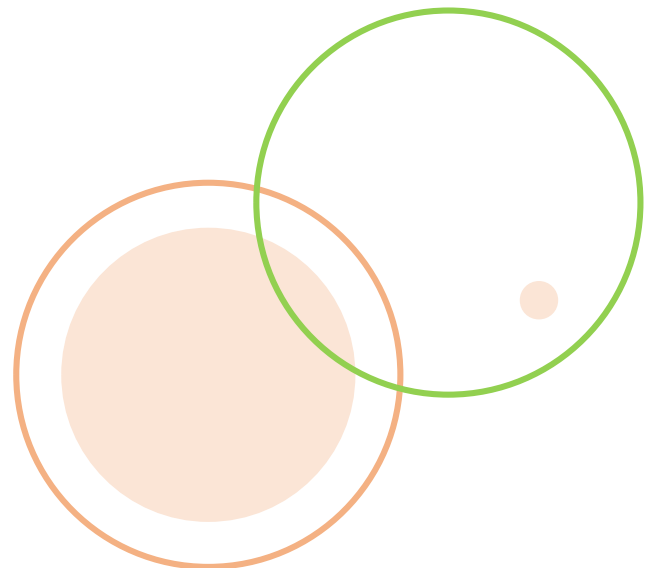


Streamline Your **Account Service Requests** with MicroMac's  
**Smart Account Service Engine**



**MicroMac Techno Valley Ltd.**  
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Web: www.mmtvbd.com



*ISO 9001:2015 & ISO/IEC 27001:2022 Certified*



## Streamline Your Service Requests with MicroMac's Smart Account Service Engine

MicroMac is proud to present its cutting-edge software, **ServionIQ: Smart Account Service Engine**, designed to revolutionize the way bank professionals manage service requests. Our extensive solution is tailored to meet the unique needs of banks, providing a seamless and efficient platform for managing account service requests.

### Representative Client of ServionIQ



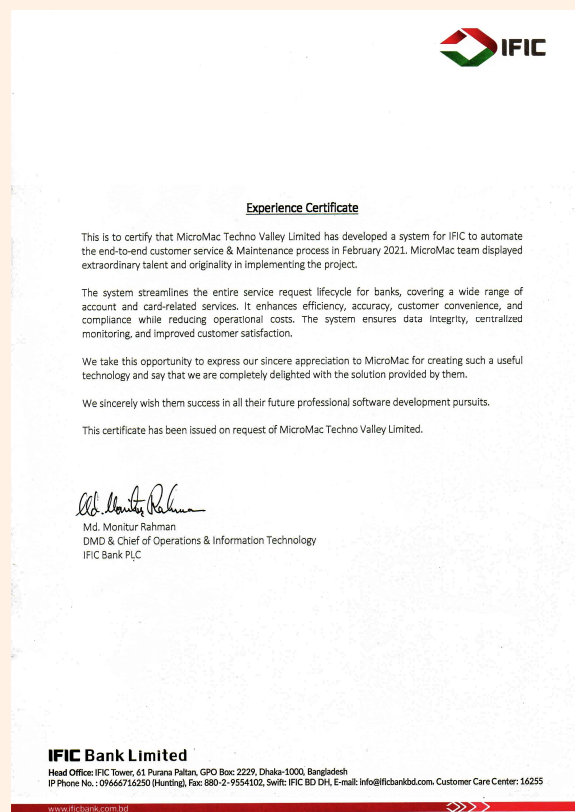
Mutual Trust Bank PLC  
মিউচুয়াল ট্রাস্ট ব্যাংক পিএলসি

### Introduction

ServionIQ automates the entire life cycle of account opening and maintenance services. Processes modelled in ServionIQ organize and shorten the time necessary to execute unstructured tasks. The system ensures:

- Smooth centralized operations
- Streamline the operational process
- Proper distribution of tasks to respective stakeholders
- Integration with core systems (CBS, CMS, etc.)
- Quick customer service by reducing MTTs
- and many more

### Testimonials



# Key Features

## Account Services

- Account Opening
- Dormant Account Activation
- Address Verification
- Individual and Non-individual Accounts Document Upload
- Term Deposit Application
- SMS Banking Enrolment
- Digital Banking Enrolment

## Account Maintenance Services

- Mobile Number Update
- Email Address Update
- Address Change
- Change of Customer Static Data such as, Name, Father's Name, Mother's Name, DOB, etc.
- Nominee Update
- Transaction Profile (TP) Update
- TIN Update
- Signature Update

## Cheque Book and Pay Order Service

- Cheque Book Issuance
- Cheque Book Activation
- Stop Cheque
- Pay Order Issuance

## Card Services

- Debit Card Issuance
- Debit Card PIN Issuance
- Debit Card Re-Issuance
- Debit Card PIN Re-Issuance
- Debit Card Closing
- Credit Card Payment
- Credit Card Endorsement
- Enable/Disable Foreign Exchange (FX) Transaction
- Card Charge Waive
- Instant Card Issuance

## Sanchayapatra & Bond Services

- Sanchayapatra & Bond Issuance
- Sanchayapatra & Bond Encashment
- Sanchayapatra & Bond Certificate Issuance

## Other Services

- Bank Certificate Application
- Account Statement Generation
- TAX Return Submission

## Dispatch Management

- Dispatch of Cheque Book, Pay Order, Card & PIN
- Receive Dispatch by Branch or Customer
- Destroying of Cheque Book, Debit Card & PIN

## Integration

ServionIQ is designed with robust integration capabilities, allowing smooth connectivity with Core Banking Systems (CBS), Card Management Systems (CMS), SMS and Email Gateways, e-KYC platforms, etc.

## MIS & Dashboard

ServionIQ contains embedded reporting and analysis tools that generate accurate reports. Besides a wide range of MIS reports, it covers a number of dashboards for instant monitoring.

Administrator (7777777) User Admin-Maker HR  
Principal Branch (1001) 19-Jun-2025 Thursday 07 : 25 : 56 PM

Home User Parameter Instant Card Request Dispatch Enquiry Status Update Settings Payorder TAX Enquiry Report User Manual

Home Request Screen

### Customer Information

A/C Status : Active  
Mobile Number : 01701459895  
Address : MD JOHIR MIA VILL-TEAGHOR, P.O and P.S- SARAIL BRAHMANBARIA 01730495031, 01917970022  
Father's Name : LATE NORU MIA  
Blocked : No  
Customer Type : CURRENT ACCOUNT  
NID No. : 19841219494394540  
DC Status : No

Branch Name : Principal Branch  
Customer ID (CIF) : HU7943  
Email : khaheed.mist@gmail.com  
Date of Birth : 01-Jul-1950  
Mother's Name : KHADIMA KHATUN  
Closed : No  
A/C Type : Savings Account (Retail)  
TIN : 35353535  
SMS Banking Status : Enrolled

### Customer Cards

Card No.	Status	Expiry	Endorsed Amt	FX Trnx
458790*****3293	ACTIVE	SEP-25		

### Old Services & Maintenance

Ref. No.	Service/Maintenance Name	Status
1805251001050001	Cheque Book Issuance	Approved by Ops Checker
2303251001310002	Document Upload for CASA	Completed
1710241001280001	Complain/Dispute Management	Completed
1710241001310001	Document Upload for CASA	Completed

### Maintenance

- Document Upload for CASA
- Dormant Account Activation
- Complain/Dispute Management
- Static Data Update
- Card Endorsement
- Signature Upload / Update
- Change/Update Transaction Profile (TP)
- Enable/Disable Foreign Transactions
- Change/Update Nominee Information

### Services

- Card Issuance
- Digital Channel Enrollment
- Statement Generation
- Sanchayapatra & Bond Certificate
- PIN Issuance
- Debit Card Closing
- SanchayaPatra Issuance
- TAX Return
- SMS Banking Enrollment
- Chequebook Issuance
- SanchayaPatra Encashment

ServionIQ v.1.0.0 Developed by MicroMac

# MicroMac At-a-Glance

**Company Name:** MicroMac Techno Valley Ltd.

**Short Name:** **MicroMac**

**Business Operation:** From 2004

**Date of Incorporation:** February 02, 2009

**Legal Status:** Private Limited Company

**Address:** 215/A, Outer Circular Road, Baro Moghbazar, Dhaka 1217

**Telephone:** +88-02-22222717, 01928-702702

**Email:** [postmaster@mmtvbd.com](mailto:postmaster@mmtvbd.com)

**Website:** [www.mmtvbd.com](http://www.mmtvbd.com)

**Membership:** BASIS Membership No. G428

## About MicroMac:

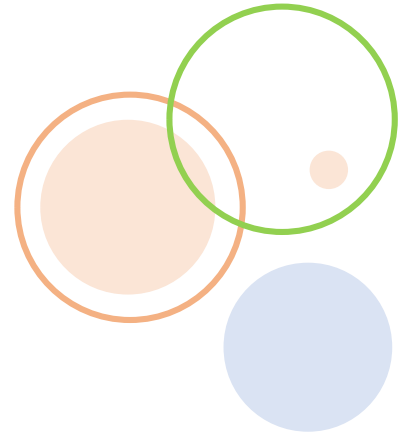
From 2004, MicroMac is providing its services to engineer and automate business organizations through providing automation software, web solution and adding values to expertise of professionals by professional trainings. Services provided by MicroMac help its clients by improving the way they work and manage information.

## Services:

- Banking Solution
- Customize Software Development
- Web Solution
- Business and technology Consulting
- IT Training

## Contact Person:

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CEO & Managing Director  
+88 01912 023425  
[ceo@mmtvbd.com](mailto:ceo@mmtvbd.com)



## Some of Our Clients in Financial Sector:

