Customer Orientation

As BBS, a customer-oriented organization, we aim to fully meet contract and customer requirements by ensuring the standards of each service process and improving those processes together with process owners and employees.

Accessibility

We aim to optimize the IT infrastructure, services, and support organization of BBS to establish an optimal level of availability that meets our operational objectives.

Finance, Budget and Accounting Management

We ensure that the assets and resources that make up IT services are obtained at appropriate and measurable costs. We provide transparency on the costs of each service, activity, and user. We also submit analytical reports on infrastructure changes to assist management during investment decisions.

Incident Management

We aim to restore normal service operation as quickly as possible and minimize the negative impact on business operations, maintaining the highest possible service quality level.

Change Management

We ensure that all changes to the IT infrastructure of both BBS and client institutions are carried out efficiently and quickly using standard methods and procedures. We aim to minimize related user incidents and maintain service quality despite increasing workload.

Service Continuity

In the event of a disruption, we aim to restore IT services within predefined timeframes, thus enhancing business continuity for services provided by BBS.

Capacity Management

We focus on managing the components (resources) of BBS's IT infrastructure. When a resource shortage arises, we take necessary measures to ensure that the IT services continue to meet business requirements.

Configuration and Inventory Management

We ensure control over all resources and equipment under our responsibility (both for BBS and its clients), as well as all configuration items needed within service processes.

Problem Management

We minimize the negative impact of incidents and problems caused by errors within BBS or client IT infrastructures and prevent recurrence of related incidents.

Planning and Implementation of New or Modified Services

We ensure that changes in services remain manageable in terms of availability, understood cost, and service quality. We verify that new services meet these manageability criteria.

Information Security Management
We safeguard the confidentiality, integrity, and availability of information in all service operations.

Release Management
We track and update all software, hardware, and data communication equipment versions (including security patches) to ensure correct versions are used internally and by clients.

Business Relationship Management
We aim to build and maintain strong relationships between the service provider and the customer based on understanding the clients and their business needs.

Supplier Management
We ensure the procurement of goods and services—according to efficiency, profitability, sustainability, and change principles—in desired quantities, qualities, and conditions from internal and external markets. We define processes for resolving procurement changes or cancellations and establish methods for supplier selection, evaluation, and oversight during execution.

Bekir Alp Sayın

General Manager