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## Resco provides a self-service solution for First Card

**First Card cardholders can now look at their transactions and print out invoices, bills and the like by themselves. Resco has created a self-service solution which consists of a website and an interactive voice response function, both with direct links to First Card's critical business systems. Travel expense accounts can now be put together in a much more flexible way.**

First Card is a product of Nordbanken Finans. The bank has now raised the level of service for its card customers by launching a self-service solution. The solution is both an office on the Internet (the First Card Internet office) as well as an interactive voice response function with services and information. The purpose of the solution is to simplify everyday business for First Card customers. Many of them travel a lot with their jobs and need to be able to be in contact by accessing information about their card and its transactions around the clock. The next step will be in June when the website is expanded with a travel bookings function.

"We were keen to create a solution that gives the greatest possible benefit to First Card's customers, but also a solution that is simple and cost-effective for Nordbanken Finans themselves to develop further", says Jan-Olof Engström, the Nordbanken Finans Account Manager at Resco.

The solution that Resco has put together consists of application logic as well as links from the web interface and interactive voice response system to First Card's critical business systems. Resco has constructed the web interface to the Internet office and Telia is responsible for the interface to the interactive voice response system. Resco is also behind the work that went into the concept now expressed by this self-service solution, where BEA Systems products have been featured.

From [www.firstcard.se](http://www.firstcard.se) you can go into the Internet office where cardholders can get a summary of their card purchases, can quickly find the services they want to use and can get some tips about what First Card can offer. The possibility of checking transactions back in time, sorting card purchases by type of purchase, getting details about each purchase and printing out bills are examples of the functions available. Instead of calling customer service the First Card cardholder gets his or her tasks performed directly. Encryption is taken care of when you first log in.

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About Resco AB

RESCO is an ideas company based on a coming together of the most experienced people from several lines of business. We offer technology, which integrates business systems and the web, and communication, which strengthens relationships and builds up brand names. What all the people who work at Resco have in common is that they are committed to what they are doing and would like to challenge their clients to go down new paths. We are specialists with a special feeling for context. This means that we can see the big picture. We have long experience. Resco started in 1982 and is currently listed on the Stockholm Stock Exchange. We have offices in Sweden, Finland and Germany. With 550 specialists in business development, business systems, web technology, design, architecture and market communications we occupy a unique position in the market. We want to contribute towards lifting business to a higher plane, making all business into business for people.

[www.resco.se](http://www.resco.se)