

SmartVista Training Services

BPC Academy

Engaging employees to learn,
improve and master BPC solutions

BPC
2025

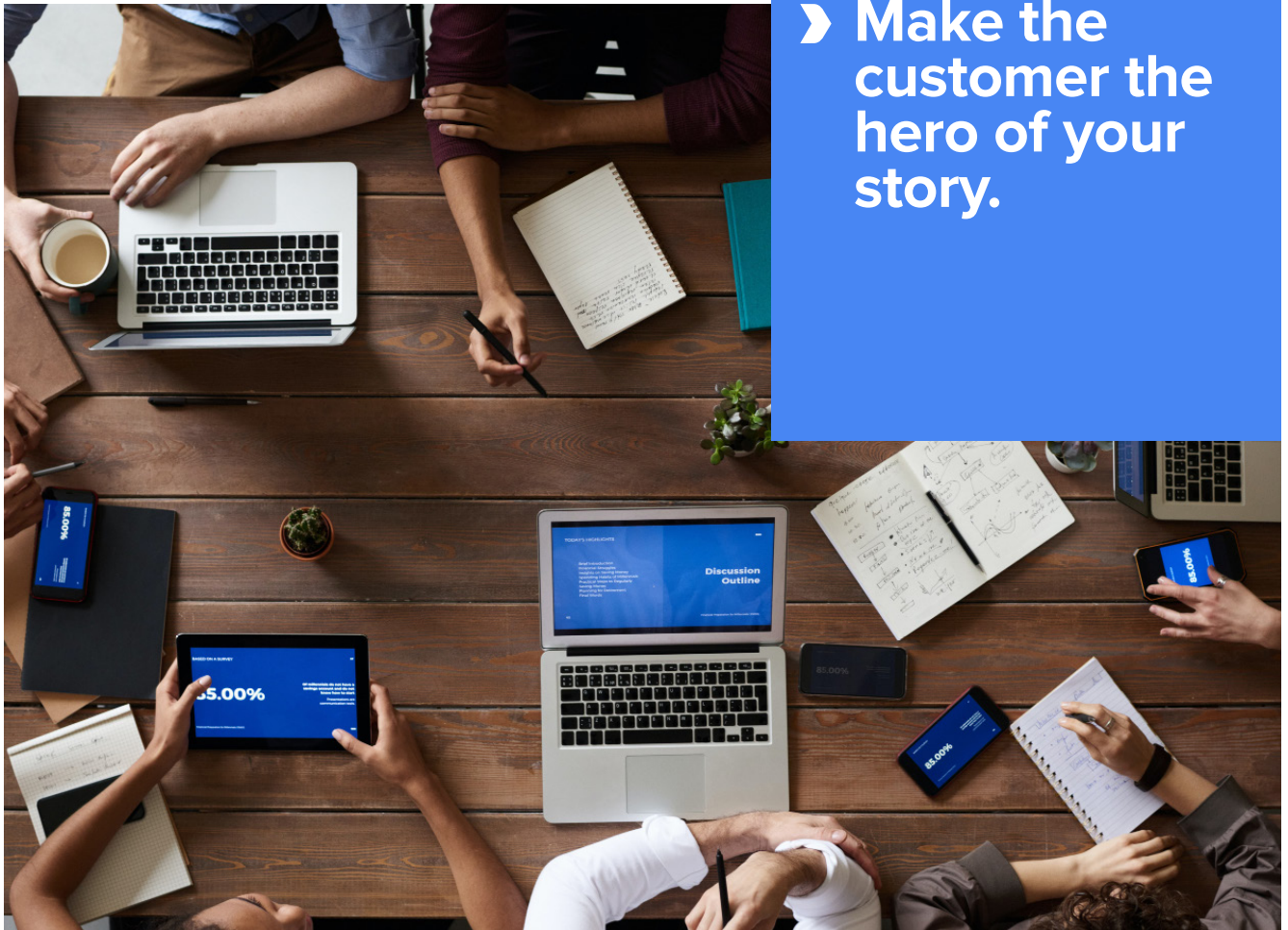


BPC Academy Mission

Develop and facilitate engaging, role-based learning to provide the knowledge required for BPC's customers to be successful in their utilisation of BPC products, improving efficiency, reducing TCO, increasing ROI, mitigating risk, and providing effective scalable tools for onboarding new employees. Get ready to empower your knowledge, skill and insight with BPC Academy!

BPC Academy Purpose

Ignite innovation in learning to improve knowledge retention, and drive customer success by putting our customers at the centre of everything we do.

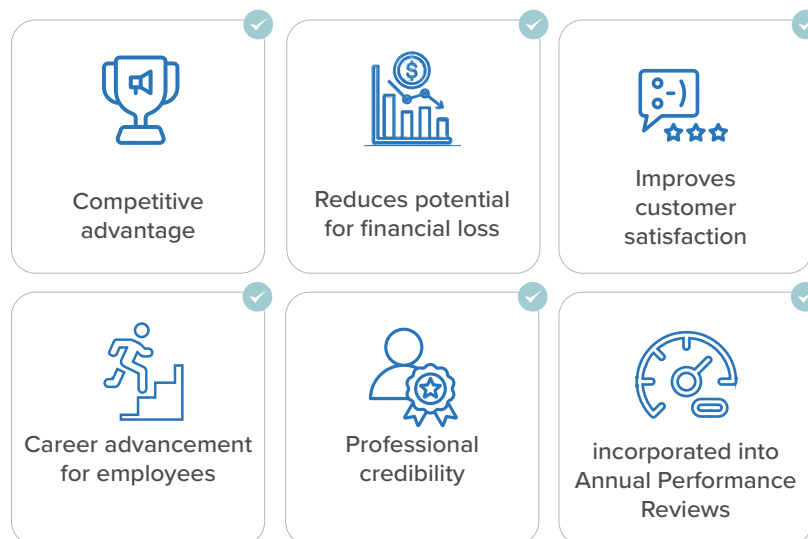


BPC SmartVista Training & Certification Benefits

Training Benefits



Certification Benefits



• by including certification in Professional Development Plans

Learn, Improve and Master

BPC believes that these are the stepping stones to successful training.

Learn

Learning is more efficient when interactive. Participants start the session with understanding the learning objectives. Practical tasks help with gaining experience and skills. Real business cases, involved in the learning process, make it even more practical.

Improve

Participants have an open line to their trainer. The success is shared, the mistakes are discussed, the progress is monitored on the Learning Portal. Q&A sessions and analysis of the tasks results build the perfect environment for skills improvement.

Master

Quizzes, practical tasks and exams are organised to ensure that key knowledge is gained. All these are facilitated by our Learning Portal, and progress is tracked. The training ends with the certification (final exam, including online test and practical tasks).



Our Approach to Effective Learning



Blended Learning

Blended learning is extremely effective as it allows for the learner to get a good foundational understanding of the functionality in completing the online course(s), and then the instructor-led training becomes more effective, as more time is spent on deep-dive knowledge transfer and hands-on exercises in the classroom with a subject matter expert. The combination accommodates all four learning styles in the VARK model—visual, auditory, read-write, and kinesthetic.

Knowledge checks throughout the online courses reinforce what is being taught. And when the trainees get into the classroom, they are able to ask more in-depth questions, and can more easily comprehend the topics being taught in the classroom.

We ensure that participants have completed the online courses, as pre-requisites, before participation in the instructor-led training by tracking their completion on the Learning Management System.



Delivery Channels

Online Courses

BPC's online courses are interactive and engaging—accommodating visual, auditory and read-write learning styles. The course facilitates learning via interactive graphics, demonstration videos, step by step processes, and knowledge checks throughout. Each user is provided a unique user ID and password to log in to track progress and completion of individuals. The courses are available 24x7—allowing access from anywhere and anytime. All that's needed is a browser and internet connection. Our courses are developed to adapt to a PC, table or even a mobile phone.

Remote Instructor-led

The class will be conducted via the internet using modern interactive platforms. A high level of participants' involvement is ensured via the set of tools and methodology.

With remote training, we shorten the amount of time in training each day. However, we still facilitate the sessions with real system, using real business cases, hands-on exercise, and interactive discussions. Each training day takes approximately three to five hours, leaving some time for everyday duties, so that participants can learn without an impact to their everyday business activities.

Enable a distraction-free learning environment through our remote instructor-led courses with engaging and interactive content ready to achieve success.

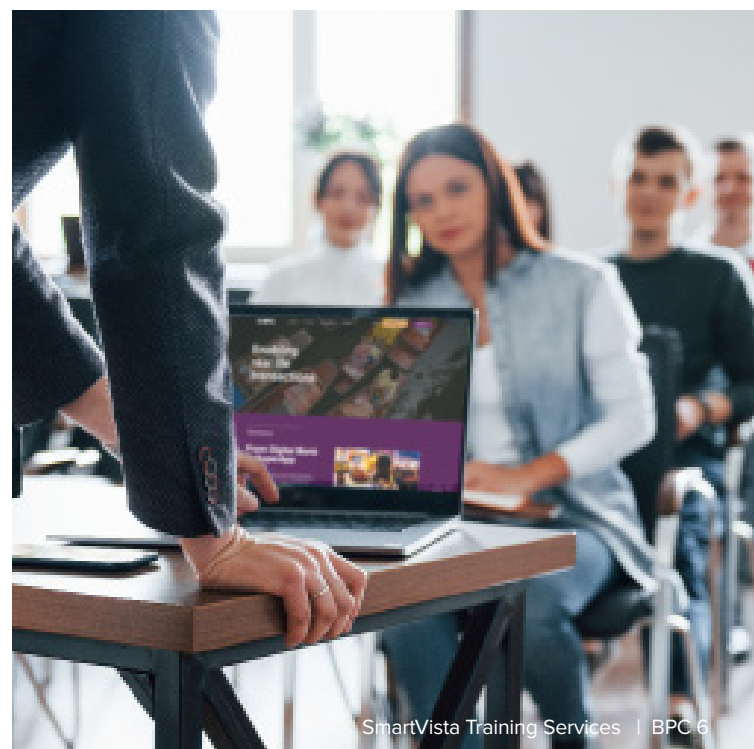
On-site Instructor-led

A face-to-face training is conducted either at a BPC office or on the client's premises. The instructor and participants can engage face-to-face, and the instructor can more easily determine whether participants are understanding the content, and whether any one person may need additional assistance.

On-site training are conducted using the full day. Participants are focused solely on the training away from day-to-day distractions. Of course, there are breaks and time for lunch.

The exercises and exams are facilitated via our Learning management System, so that we can track progress, completion, and report these out.

Dedicated time and space for learning also helps people better absorb the information and participants achieve higher educational value with a tailored learning approach and answer the ability for specific questions on a 1:1 basis.



Types of Training



Overview

Overview sessions are short high-level trainings that provide initial knowledge about SmartVista structure, objects, data flows, tools, and business processes. They also provide basic knowledge about payments as a business.

Operational

With operational training, the goal is to provide skills and knowledge about everyday business tasks and system maintenance. More than fifty percent of training time is spent on practicing with the system with real business data.

Configuration & Administration

The trainings of this level provide knowledge about system support, troubleshooting, administration and configuration. This level is mandatory for creation of a self-sufficient servicing team.

Certification

Training maximises efficiency, engages employees, reduces total cost of ownership, mitigates financial risk and improves your return on investment with optimised utilisation of SmartVista solutions.

Certification ensures understanding and process execution management so that these can be attained. And it is role-based to target training and certification an employee's specific job duties whether an operator, servicing specialist, business analyst, administrator or an implementation engineer.

Why Certification for the organisation?

- Improve service to your customers—boosting customer satisfaction
- Control costs by reducing potential for financial loss
- Improve efficiency
- Employee retention through staff development and employee engagement
- Narrow candidate searches to those who are certified
- Better perception of your company
- Competitive advantage
- Differentiation from competitors

Why Certification for the individual?

- Competitive advantage
- Increased earning potential
- Distinguish yourself from your uncertified peers
- Display your dedication to your profession
- Ability to share achievements on social media such as LinkedIn
- Show employer that you're a valuable contributor
- Provide verification that you are well trained to effectively us SmartVista solutions
- Career advancement
- Professional credibility
- Detect problems quickly and propose solutions



Subscription

BPC's online courses are interactive and engaging—accommodating visual, auditory and read-write learning styles. The courses facilitate learning via interactive graphics, demonstration videos, step by step processes, and knowledge checks throughout. Each user is provided a unique user ID and password to log in, and reports are generated to track progress and completion of individuals.

The courses are available 24x7—allowing access from anywhere and anytime. All that's needed is a browser and internet connection. Our courses are

Annual Online Training Subscription Benefits

- Cost of online training is less than instructor-led training
- All new courses developed are added to your subscription at no extra cost
- Mitigates risk by ensuring your employees are current in their knowledge of BPC solutions
- Delivers “bite-sized” pieces of knowledge—improving knowledge retention
- Mechanism for onboarding new employees to get them up to speed faster
- Tool for cross-training existing employees—improving their skillsets and value to the business
- Reduces attrition with an investment in your employees continued learning
- Means for developing performance objectives around course completion integrating learning into annual performance reviews
- Provides learning on new BPC solutions and functionality that could be implemented at your institution
- Provides flexibility as employees learn at their own pace at any time and any place.
- Learners and managers can track progress and completion via online dashboards, and use the exams to ensure knowledge retention and comprehension.
- Certification exams are included for all learners. Upon completion of the training, all participants will have the opportunity to certify without any additional cost.

Subscription

Access to BPC's Training Portal

Please note that access to the portal requires the purchase of a subscription. Contact the BPC Academy at bpcacademy@bpcbt.com, your Account Manager, or Project Manager.

The courses are available 24x7—allowing access from anywhere and anytime. All that's needed is a browser and internet connection. Our courses are developed to adapt to a PC, table or even a mobile phone.

Services included	Basic Package	Silver Package	Gold Package
Unlimited access to the portal	✓	✓	✓
Unlimited Training topics	✓	✓	✓
Certification attempts, per person per certificate	One time	One time	Two times
Certificate	Electronic	Electronic	Electronic, Hard copy
Available certifications	According to the maintenance scope	According to the maintenance scope - 5 certifications outside maintenance scope	Unlimited
BPC Trainer support	✗	Up to 6 hours	Up to 15 hours, and one instructor-led remote course, and one request for new online course**
Users' limitation	4	10	25



Subscription Package

The subscription includes the online courses in the table below. As BPC develops new courses, the courses will be added to the subscription at no additional cost.

Course Name	Course Description	Target Audience
Processing Fundamentals	This training covers the fundamental concepts of card processing, including issuing, acquiring, and payments systems.	Employees who are new to the electronic payments' domain.
E-Commerce Fundamentals	Learn about basic concepts, terms, and regulatory requirements that are commonly used in the SmartVista E-Commerce solution suite. <ul style="list-style-type: none">• What is 3DS, 3DS1 and 3DS2?• What are the differences between 3DS1 and 3DS2?• Some basic terms: ECI, AVV, liability shift• What are PDS2, SCA, and TRA?• What is the relationship between 3DS and PDS2?	EPG and ACS users
EMV Essentials	This training covers the purpose of EMV and highlights the differences between magnetic stripe and EMV transactions. It also covers EMV liability shift and fallback.	Card issuing specialists with no or little experience with EMV, but who intend to work with EMV card issuing or acquiring.
SmartVista Basics	This course explains: <ul style="list-style-type: none">• The main SmartVista functions and components.• The principles behind internal and external data exchange• The Basic Entities in SmartVista• What a Product is in SmartVista• Service Terms in SmartVista for both Front End and Back Office• The new business objects registration algorithm• Transaction processing as a main financial task of SmartVista	Employees who are new to the electronic payments' domain.

Course Name	Course Description	Target Audience
<h2>Issuing in SmartVista</h2>	<p>This course explains:</p> <ul style="list-style-type: none"> •Card Issuing process •The structure of issuing objects •Issuing product and services •Us-on-them transaction processing •Us-on-Us transaction processing •Issuer customer servicing 	<p>Anyone who is just starting to work with SmartVista, and will be issuing</p>
<h2>Acquiring in SmartVista</h2>	<p>This course provides a functional overview of SmartVista Fraud Management. You will learn about:</p> <ul style="list-style-type: none"> • SmartVista Fraud Management Features • Deployment Models • How SVFM interacts with internal and external components • Fraud Monitoring Modes • PSD2 Compliance • Fraud Management Tools • Statistics Tools • Case Management Tools 	<p>Operators working with SmartVista Fraud Management</p>
<h2>SmartVista Fraud Management Overview</h2>	<p>This training covers the purpose of EMV and highlights the differences between magnetic stripe and EMV transactions. It also covers EMV liability shift and fallback.</p>	<p>Card issuing specialists with no or little experience with EMV, but who intend to work with EMV card issuing or acquiring.</p>
<h2>SmartVista Fraud Management – Case Management</h2>	<p>In this course, users will delve into the case management aspect of the SmartVista Fraud Management system. They will explore how operators can investigate, record, classify, and take actions to mitigate potential detected fraud, while also maintaining different lists such as the blacklist, whitelist, and fraud list.</p>	<p>Operators and Administrators working with SmartVista Fraud Management</p>
<h2>SmartVista E-Commerce Payment Gateway Overview</h2>	<p>This course introduces the SmartVista E-Commerce Payment Gateway (EPG) functionality and covers EPG components, supported transactions, as well as features for merchants and acquirers. If you are not familiar with e-commerce transactions and 3-D Secure technology, we recommend completing the E-Commerce Fundamentals course prior to taking this course.</p>	<p>Operators working with SmartVista E-Commerce Payment Gateway</p>

Course Name	Course Description	Target Audience
<h2>SmartVista Integration Platform Overview</h2>	<p>This course introduces SmartVista Integration Platform's features, functionality, supported technologies and architecture.</p>	<p>Business Process Developers working with SmartVista Integration Platform</p>
<h2>SmartVista Integration Platform (SVIP) for Business Process Developers</h2>	<p>This course is intended for participants who want to learn SVIP. It covers the basic features of SVIP by providing brief explanations of key functionalities such as channels, dialect and protocol, and business processes.</p> <p>This course is a pre-requisite to the instructor-led training on SVIP.</p>	<p>Business Process Developers and System Administrators working with SmartVista Integration Platform</p>
<h2>SmartVista Access Control Server (ACS) Overview</h2>	<p>This course provides a functional overview of SmartVista e-commerce solution and goes into details specifically on the SmartVista Access Control Server (SV ACS). You will learn about ACS features, deployment models, processing flows for 3DS1 and 3DS2, and SV ACS integration capabilities. You will also see a brief demonstration of the ACS user interface. This course may use some terms related to 3-D Secure standard. It is recommended to complete the E-Commerce Fundamentals course prior to taking this course.</p>	<p>Operators working with SmartVista Access Control Server</p>
<h2>SmartVista Marketplace Overview</h2>	<p>Welcome to the BPC Marketplace online course! This course aims to provide you with an understanding of the BPC Marketplace platform, its architecture, and how its components interact with each other. We will also cover the functionality of the Buyer, Seller, and Operator portals, as well as the mobile applications and their use cases.</p>	<p>Buyers, Sellers and Operator Knowledge of SmartVista Marketplace</p>
<h2>O-CITY Overview</h2>	<p>Adopted by more than 130 cities worldwide, O-CITY is an innovative automated fare collection solution for public transport operators and municipalities. The platform leverages a best of breed payment solution from payment expert BPC available in more than 100 countries.</p>	<p>Managers and Operators</p>

Course Name	Course Description	Target Audience
O-CITY for Operators	The objectives of this course are to ensure O-CITY users understand the basic features and functions of the web-based application, to educate them on how to perform key tasks efficiently to manage and interpret data within the application, to help them support end-users of the solution, and to clarify different user roles and permissions within the application.	On-premise and SaaS client users of O-CITY
Issuing in SmartVista for Processing Users	This course is designed for users working with the SmartVista Back Office (SVBO) and SmartVista Front End (SVFE) web interfaces. It explains the issuing customer service processes and actions, namely: <ol style="list-style-type: none"> 1. The structure of issuing objects in SmartVista 2. Viewing information about cards and accounts in SVBO and SVFE 3. Performing customer service tasks 4. Understanding fee, limit, and cycle values 	Issuing SaaS clients
API Gate Overview	API stands for Application Programming Interface. In this course, you learn what API Gate is, the benefits it provides, how it works, how it compares to SVIP, and the API's that are available.	Clients using API Gate/ Prospects interested in API Gate functionality
SmartVista Customer Service Portal (CSP) Overview	This course provides an overview of SmartVista Customer Service Portal. You will learn about Customer Service Portal functions, deployment models, processing flows, and integration capabilities. You will also see a brief demonstration of the user interface.	Customer Service Portal Operators
Working with Issuing Application in SVBO Web Interface	This course is designed for users working with issuing applications in SmartVista Back Office web interface. It explains how to create an application for a new customer registration and how to perform different customer servicing tasks using the application tool.	Operators of on-premise and SaaS clients working with applications in SVBO web interface

Course Name	Course Description	Target Audience
<p>Transactions in SmartVista FE and BO Web Interface for On-Premise Clients</p>	<p>This course is designed for users working with transactions in SmartVista system. The course explains how to view transactions details in SVFE and SVBO web interfaces, and what actions can be done with transactions.</p>	<p>Operators of on-premise clients working with transactions in SVBO and SVFE web interface</p>
<p>Working with Transactions in SmartVista FE and BO Web Interface for Processing Users</p>	<p>This course is designed for users working with transactions in SmartVista system. The course explains how to view transactions details in SVFE and SVBO web interfaces, and what actions can be done with transactions.</p>	<p>Operators of SaaS clients working with transactions in SVBO and SVFE web interface</p>

Contacts us at
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to start your learning
journey today!