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iB Management Solutions [CIAS](#) solution is allowing Sunwin to replace its manned Call Centre with an automated [IVR](#) solution to distribute ATM lock codes to crews, resulting in lower costs and increased call capacity.

iB Management Solutions has worked with Kaba Mas, a leading lock manufacturer, to develop a third party solution called CIAS (Cencon IVR Automation System).

CIAS provides an automated telephone interactive voice response (IVR) service to security companies who need to distribute Kaba Mas Cencon 2000 ATM lock codes to their crews in order to [replenish](#) and service ATMs.

By automating the process, security companies can save costs and increase efficiency by eliminating the need for Call Centre agents to distribute codes via the telephone.

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