



The World Leader in ATM, Banking & Armored Carrier Software™

News Release

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## Nautilus Hyosung America Chooses Morphis Software to Manage its Growing Customer Support Organization

HOUSTON, TX — Nautilus Hyosung America, Inc., the partner of choice for financial institutions seeking differentiated automated-service solutions in branch and off-premise environments, has chosen Morphis' field service management software, MorphisSC™, to manage its customer support organization.

Morphis, a Texas-based company, is a world leader in ATM, banking and armored carrier software. Morphis currency supply chain software solutions are used world-wide by central banks, commercial banks, armored carriers, independent ATM deployers and transaction processors.

"Morphis' flexibility and scalability made it the perfect choice for our customer support organization," says Charles Jung, Chief Executive Officer of Nautilus Hyosung America.

"For our growing customer support division, the Morphis platform allows us to provide our customers with the highest level of service which translates into higher ATM up time and quicker turn around on service support calls. We found Morphis to be cost effective in comparison to other solutions on the market and the implementation process was painless," continues Jung.

MorphisSC™ addresses the five most important departmental responsibilities required to run a successful customer support operation: service order generation through multiple channels including voice, Web, and automated monitoring systems; real-time command and control of the customer support organization; parts inventory management from vendor to truck; contract management; and financial management automation. Morphis delivers process control and automation standards eliminating tribal knowledge, guesswork and multiple disconnected systems typically found in customer support organizations.

As the third largest ATM supplier in the U.S. with an expanding customer base, Nautilus Hyosung uses Morphis to support its customers, to manage its call center, for inventory management and to manage field service technicians.

MorphisSC™ is available in two licensing alternatives — on-premise site licensing and Software-as-a-Service — to meet individual budgets and levels of need.

Visit Morphis in the Self Service Demo Center during BAI Retail Delivery, Oct. 11-13 at the McCormick Place Convention Center in Chicago.

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ABOUT MORPHIS — Morphis® is the world leader in ATM, banking and armored carrier software. The Morphis software suite includes modules for CRM, cash forecasting, logistics optimization, asset management, contract management, vendor management and financial reporting. Morphis offers both on-site licensing and software-as-a-service licensing for its large-scale enterprise systems. For smaller organizations discrete applications can be delivered via the web. For more information, visit Morphis online at [www.morphisinc.com](http://www.morphisinc.com) or on [Facebook](#) and [LinkedIn](#). Morphis Knows Money™

ABOUT NAUTILUS HYOSUNG — Anchored by our client-centric obsession and unique in our ability to deliver innovative quality engineered solutions, Nautilus Hyosung America is the partner of choice for financial institutions seeking differentiated automated-service solutions in branch and off-premise environments. Since entering the North American market in 1998, Nautilus Hyosung America has shipped more than 180,000 ATMs. Nautilus Hyosung America is headquartered in Irving, Texas and is a subsidiary of South Korea-based Nautilus Hyosung, Inc., a global leader in providing self-service solutions to the financial institutions and off-premises market. For more information, visit [www.nhatm.com](http://www.nhatm.com) or call 1-877-HYOSUNG.