



A fine balance

Improve operational efficiency without risk of service disruptions

The Challenge: Transaction-related failures can significantly impact revenues, customer retention and engineering cycles

Financial institutions and service providers are challenged by the growing service level expectations of their transaction-oriented customers and simultaneous pressures to reduce costs by implementing new processes that will streamline troubleshooting procedures, improve operational efficiency and promote infrastructure consolidation.

Customers are demanding expanded support for emerging Electronic Funds Transfer (EFT) interfaces such as advanced ATM kiosks, POS terminals, mobile cell phones, and web-based applications, creating new offerings and security standards. At the same time, multiple acquisitions, legacy migration projects, and virtualization are making it more difficult to accurately assess available network capacity and to quickly isolate performance issues related to transaction failures and slowdowns.

This delicate balance of service delivery and operational efficiency is driving financial institutions and service providers to prioritize their need for technology such as **INETCO Insight**[®] that will help them optimize the performance of real-time applications.

The INETCO Insight Solution: Helping you balance exceptional service delivery with operational efficiency

INETCO Insight is an out-of-the-box transaction intelligence solution that enables financial institutions and service providers to efficiently minimize negative revenue and service level impacts caused by unresolved service disruptions and application-related failures.

By capturing the entire, end-to-end transaction data flow between customer-facing EFT applications and the backend hosts, **INETCO Insight** provides visibility into the performance of real-time applications and complex IT infrastructures. Financial institutions and service providers can quickly isolate issues affecting transaction completion rates at the client, terminal, network, switch, or host level. Real-time monitoring and alerting capabilities enables a proactive response to customer facing issues. A web-based management interface provides a consolidated graphic overview of transaction traffic and real-time application performance. Historical transaction logs make it easy for financial service providers to manage customer relationships and infrastructure costs through accurate billing reports, audit trails and traffic analysis. **INETCO Insight's** patents-pending, message-oriented architecture delivers the performance you need to monitor a variety of TCP/IP based financial and custom transaction types, including ISO 8583, Visa 2, HTTP or XML-based protocols.

Transaction intelligence can help you to:

- + Lower per-transaction costs
- + Quickly identify and isolate issues at the client, terminal, network, switch or host level
- + Maximize availability of real-time applications (POS terminals, ATMs, and web-based applications)
- + Improve fault management, fraud prevention and end customer experience
- + Optimize performance of real-time applications
- + Observe the impact of new service offerings, application roll-outs, infrastructure upgrades, and server migrations
- + Monitor quality of service within customer environments without impacting traffic loads or service levels
- + Utilize historical transaction logs for generating billing reports, traffic analysis and audit trails
- + Avoid unnecessary infrastructure costs through transaction volume analysis



INETCO Insight has enabled Open Solutions Canada to implement a proactive, reliable transaction intelligence solution without incurring the traditional customization and enterprise systems integration costs. Its real-time alerting capabilities and ease of integration will allow Open Solutions to expand products and services with minimal effort, thereby reducing the risk of service disruption. [Pat Cridge, Senior Manager of Operations, Open Solutions Canada]

BENEFITS

Early intervention of transaction slowdowns and failures before they impact the end customer experience and company revenue streams

Optimized management of customer facing applications in an increasingly complex IT infrastructure

Rapid, non-invasive product deployment

FEATURES

- Real-time transaction monitoring and event alerting
- Consistent visibility into response times of customer facing applications (ATMs, POS systems, kiosks, self-checkouts, e-commerce applications)
- Configurable web-based dashboard interface for information visualization
- Information grouped by stores, networks, applications, and card types
- Drill-down and filtering displays

- Upstream and downstream monitoring for fast isolation of performance issues at the client, terminal, network, switch or host level
- Visibility into the entire, end-to-end transaction flow
- Cross-tier transaction analysis across the network, application and transport layers
- 24 hour historical transaction logs and data forwarding for trending, billing, traffic analysis, audit trails and statistical analysis
- Expansive library of modular transaction decode tables available to help monitor a variety of TCP/IP-based financial transaction types and other more generic HTTP or XML-based transactions

- Out-of-box software solution for rapid deployment
- No agents required
- Independent, "out of band" monitoring
- Centralized deployment and support model
- Auto discovery of new point of service applications and transaction types

RECOMMENDED SERVER REQUIREMENTS Operating Systems: Windows 2003 Server, Windows 2000 Server Processor: Core 2 Duo processor – 2 GHz Memory: 4 GB Disk: 500GB
RECOMMENDED CLIENT REQUIREMENTS Operating Systems: Windows Vista, Windows XP, Mac OSX (Leopard) Browser: Microsoft Internet Explorer 7, Mozilla Firefox 2, 3
 Processor: Dual core processor – 2Ghz Memory: 2GB **NOTE: ADOBE FLEX COMPONENTS ARE INSTALLED UPON FIRST USE** Access to a mirrored port on an ethernet switch

INETCO Systems Limited creates business transaction management and communications gateway solutions for payment networks and Electronic Funds Transfer (EFT) application performance management. The Company's flagship product, **INETCO Insight**, optimizes POS, ATM, and other card processing transaction environments. The software discovers and isolates performance problems faster while reducing fixed operational costs associated with support, communications and infrastructure.

A recognized technology leader in the TCP/IP payment transactions space, **INETCO** products are currently deployed within financial, retail, and telecommunications IT environments in more than 50 countries. **INETCO** is based in Vancouver, British Columbia. | www.inetco.com