

INETCO INSIDER

[Summer 2009]

Out Of The Mouths Of Pacesetters

Customers have lots to say about the future of INETCO Insight

Abraham Lincoln once said, "The best way to predict your future is to create it." This simple phrase about the power of innovation captures both INETCO's dedication to continually improving its software and the core principle behind its first customer advisory meeting held in Whistler last year.

Representatives from Fidelity National Information Services, Open Solutions Canada, Telecom New Zealand, Calypso, and Virgin Entertainment Group spent two days together not only sharing their current experiences with INETCO Insight but they also did some crystal ball gazing into how they will need the technology to evolve to keep them ahead of their competition.

Interestingly, the diverse group was extremely focused with its feedback. "While the technology was praised for its thorough correlation of every important detail of every transaction, it came out loud and clear that reporting, alerting, history tracking and personalized dashboards were necessary in this next release," explains INETCO's VP Marketing, Marc Borbas. "More than 75 percent of the enhancements resulted from that meeting," adds Borbas.

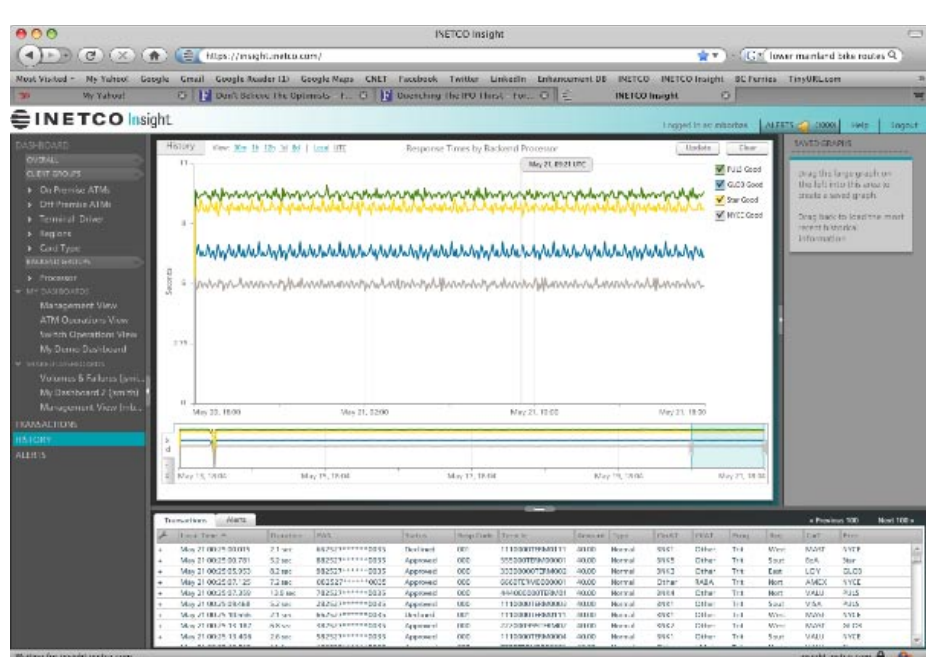
The overall goal was to develop enhancements and new features that would help card processors achieve greater efficiency and lower costs as they support increased operational complexity. So basically, how to do more with less, and do it better than anyone else.

This translates to these specific improvements:

Advanced Statistical and Event-Based Alerting: Built a new Alerting system geared to financial and retail POS industry needs. This includes the ability to assign alerts to specific entities (i.e. stores, geographical regions, network types, card types, etc.). It also includes the ability to activate alerts for particular time periods (including time zones) of the entities.

"Finally, there is the ability to set alerts on "non-events" such as no transactions on an entity when transactions are expected," adds Angus Telfer, Founder and Chief Technical Officer.

Superior Reporting and History Tracking: INETCO Insight has always had the ability to create files that can be input into databases by the user. This is a whole lot easier now by the addition of a "reporting" capability that allows the transaction, statistical, and alert information to be directly input into common databases.



The screenshot displays the INETCO Insight web interface. At the top, there's a navigation bar with the INETCO logo and various menu options. The main content area features a line graph titled "Response Times by Backend Processor" for the date May 21, 2009. The graph shows four data series: P12 Good (green), G12 Good (yellow), Star Good (blue), and M12 Good (grey). Below the graph is a table with columns for Transaction ID, Response Time, Status, and Backend Processor. The table lists several transactions with their respective response times and statuses.

>> The eight-day History view in INETCO Insight allows you to analyze transaction performance patterns, pinpoint unusual events, and drill-down into transaction details to isolate areas of concern. It also allows you to build custom graphs that can be saved for later use, or integrated into dashboards. In this particular view, the user is building a graph to look at transaction response times for four different backend processor links.

“The ability to examine past statistics and transactions in real time is a very important capability. Release 4.5 extends this from one to eight days so that IT staff can go look back over a long weekend or ‘the same day, a week ago,’” explains Telfer.

Powerful Visualization: INETCO Insight provides the most used charts ‘out of the box.’ However, as the system is used, other chart combinations become important and the desire to customize the product grows. INETCO’s extensions to “My Dashboards” allow multiple user-created and shared dashboards to satisfy this craving.

INETCO Insight 4.5 delivers on all key priorities customers identified. As a result, usage has expanded within an organization and it is no longer viewed solely as a transaction monitoring tool but now a transaction management system. “These improvements moved INETCO Insight from a troubleshooting tool to a core part of how they operate their businesses,” says Borbas.

Not ready to rest on their laurels, the engineering team is already back at the drawing board. Look for higher performance, support for more network links, support for more types of applications, and more visually powerful and flexible ways of presenting information to users. “Our goal is to provide top down, real-time transaction intelligence through an intuitive user interface,” says Telfer.

To watch the Video from the event, visit: <http://www.inetco.com/video/whistler.html?keepThis=true&>



INETCO Systems Limited creates business transaction management and communications gateway solutions for payment networks and EFT application performance management. The Company’s core technology, INETCO Insight, helps you discover and isolate POS, ATM and card processing 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 over 50 countries. INETCO is based in Vancouver, British Columbia. www.inetco.com

INETCO Systems Ltd. | #258 – 4664 Lougheed Highway | Burnaby, BC | Canada V5C 5T5 | T 604.451.1567 | F 604.451.1565 | sales@inetco.com | www.inetco.com

© Copyright 2009, INETCO Systems Ltd. All rights reserved. INETCO, INETCO Insight, the INETCO logo, and the INETCO Insight logo are trademarks or registered trademarks of INETCO Systems Ltd. All other trademarks are the property of their respective owners.